



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

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Position Description

Facilities Advisor, Auckland

Business unit:	Support Services Intelligence Community Shared Services
Position purpose:	Provide efficient and effective delivery of property and facilities advice and administration services support to ensure GCSB and NZSIS premises in the Auckland Region are managed and maintained to a high standard
Direct reports:	None
Financial delegation:	None
Directorate overview:	<p>ICSS's vision is "Supporting and enabling the New Zealand Intelligence Community shared outcomes through the provision of timely and trusted corporate advice and specialist services".</p> <p>ICSS provides strategic leadership in the provision of corporate support to enable NZSIS and GCSB to jointly and individually deliver the outcomes as defined in the Joint Statement of Intent, joint 4 year budget plan and the strategic plans of both agencies.</p> <p>ICSS enables the business through alignment of its service delivery with the organisations' strategic</p>

framework and supports the achievement of mission focussed outcomes. ICSS provides effective and efficient common structures, systems and services to support high performance in NZSIS and GCSB.

Remuneration indicator: Band F

Date evaluated: June 2014

GCSB mission and values

Our vision

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our mission

The mission of the GCSB is to inform and enhance the decision-making processes of the New Zealand Government in the areas of national security, foreign policy, support to law enforcement, and information assurance by:

- Providing foreign intelligence to support and inform Government decision-making
- Providing an all-hours intelligence watch and warning service to Government
- Ensuring the integrity, availability and confidentiality of official information through the provision of information assurance services to Government
- Improving the protection of the critical national infrastructure from cyber threats
- Assisting other New Zealand government agencies.

Our values

Respect, Commitment, Integrity, Courage.

Functional relationships

External contacts:	Internal contacts:
Landlords of NZSIS and GCSB premises and any of the landlord's agents Landlord's maintenance service providers External maintenance service providers External suppliers Other government agencies on sustainability matters	Support Services Staff Intelligence Community Shared Services Staff Regional Office managers and their staff

Objectives

The position of Facilities Advisor, Auckland encompasses the following major functions or objectives:

- Facilities, Property and Vehicle Fleet Management
- Contract Management
- Budget Management and Work Planning
- Health & Safety
- Stakeholder Relationships and Compliance

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:	Jobholder is successful when:
■ 1. <u>Facilities, Property & Vehicle Fleet Management</u> <ul style="list-style-type: none"> ■ Provide Facilities and Property Management services in support of GCSB and NZSIS Auckland Region facilities and infrastructure ■ Coordinate the management the GCSB and NZSIS Auckland-based vehicle fleets ■ Provide and coordinate insurance advice and guidance to Auckland Region staff 	<ul style="list-style-type: none"> ■ Systems are in place to manage the Auckland-based vehicle fleets including fleet records, warrant/ registration and servicing register, insurance claims and vehicle running sheets. ■ Insurance claims are processed accurately and in a timely manner. Insurance advice is accurately provided to staff who are travelling or making claims ■ A high standard of cleaning and domestic services is maintained in Auckland

Jobholder is accountable for:	Jobholder is successful when:
<ul style="list-style-type: none"> ■ Provide general administrative support, including but not limited to ensuring all office equipment is operating and well maintained and ensuring facilities issues are resolved in a timely manner ■ Coordinate and provide contractor escort services while trades people are in Auckland Region premises ■ Support and provide input into the development and execution of a preventative maintenance programme ■ On occasion, provide facilities-related support for other NZIC sites 	<p>Region properties</p> <ul style="list-style-type: none"> ■ Facilities-related issues are resolved in a timely and satisfactory manner; and the Supervisor Facilities is kept informed ■ A planned preventative maintenance programme is in place for the maintenance and operation of GCSB and NZSIS premises, facilities and infrastructure. ■ Facilities-related administration and support is provided in a timely and accurate manner and customers are satisfied with the service provided ■ The Protective Security Unit is advised of visiting trades/service contractors in a timely manner and no security breaches occur when trades people/contractors are on site ■ Kitchen and stationery supplies are well stocked throughout the building ■ Assistance and back-up is willingly provided to other Support Services and regional office staff as required and requested
<p>2. <u>Contract Management</u></p> <ul style="list-style-type: none"> ■ Oversee the management of maintenance contracts and agreements for GCSB and NZSIS Auckland Region facilities and infrastructure, in conjunction with the Supervisor Facilities ■ Monitor the performance of Auckland Region facilities and property-related contract performance, in conjunction with the Supervisor Facilities ■ In conjunction with the ICSS Procurement team, ensure appropriate procurement and contract processes are followed for the purchase of 	<ul style="list-style-type: none"> ■ Landlord's and their agents are regularly engaged regarding the maintenance requirements of Auckland Region building assets ■ Performance measures are in place to oversee the conduct of Auckland Region Facilities and Property-related contracts, and regular reporting is provided to ICSS management ■ The Auckland Region input to the ICSS contracts register is up to date and accurate ■ Appropriate procurement and contract

Jobholder is accountable for:	Jobholder is successful when:
Auckland Region goods and services	processes and policies are followed for Auckland Region-related goods and services
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<p>3. <u>Budget Management and Work Planning</u></p> <ul style="list-style-type: none"> ■ Administer the Auckland Region Facilities-related budgets ■ Assist the Facilities Supervisor, Wellington with the management of Auckland Region premises' operating expenses budgets ■ Provide Auckland Region input into the Facilities Unit, and Support Services, business plans ■ Provide input into the development, implementation and review of Auckland Region Facilities-related policies, processes and practices ■ Assist with keeping Auckland Region Facilities-related documentation up-to-date, including information on the Intranet 	<ul style="list-style-type: none"> ■ All Auckland Region Facilities and Property-related invoices and credit card expenses are processed promptly and accurately ■ Operating Expenses budgets are managed in accordance with relevant Auckland Region property leases ■ Relevant budgetary information is provided to the ICSS Financial Services teams in a timely manner for use in quarterly FBT returns ■ Assist the Supervisor Facilities with ensuring that annual business and work plans are in place and Auckland Region Facilities-related activities are in line with NZIC strategic direction ■ Regular reports are provided to ICSS and Regional Office managers on progress against work plans ■ Standard Operating Procedures are in place for Facilities-related activities and reviewed regularly
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<p>4. <u>Health and Safety</u></p> <ul style="list-style-type: none"> ■ Assist the Facilities Supervisor, Wellington, Auckland Region managers and the ICSS Senior Health and Safety Advisor, with the management of Health and Safety obligations under current legislation, including conducting hazard audits and managing hazard mitigations ■ Oversee Auckland Region Building Warden, First Aid registers and certification 	<ul style="list-style-type: none"> ■ Hazards within Auckland Region premises have been identified and appropriate steps taken to mitigate them ■ Assist with ensuring that the Auckland Region has Health and safety policies, tools, frameworks and processes that are compliant with relevant legislation, and follow best practice ■ Auckland Region has current Warden, First Aid and Civil Defence register and staff certificates and training is up to

Jobholder is accountable for:	Jobholder is successful when:
<ul style="list-style-type: none"> ■ Assist the Manager Security and Emergency Response with the preparation of Emergency Response plans for Auckland Region premises. 	<p style="text-align: center;">date</p> <ul style="list-style-type: none"> ■ Auckland Region premises have Emergency Response plans in place and the plans are regularly reviewed and tested
<p>5. <u>Stakeholder Engagement & Compliance</u></p> <ul style="list-style-type: none"> ■ Develop and maintain effective relationships with internal and external stakeholders ■ Ensure full compliance with legislative and statutory requirements 	<ul style="list-style-type: none"> ■ The cultivation and maintenance of effective relationships ensure the delivery of a high level of customer satisfaction ■ Systems and processes are continually reviewed to ensure they are providing value added services to customers and stakeholders ■ External professional networks are established and leveraged to keep abreast of industry standards and best practice ■ All Auckland Region Facilities-related activities are performed in accordance with relevant statues and NZIC policies

Precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development and review process. It is also expected that you will undertake other duties that can be reasonably be regarded as relevant to the position, your experience and capability.

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what expertise the current jobholder has.) This may be a combination of knowledge, experience, key skills, attributes, job specific competencies, qualifications or equivalent level of learning.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> ■ Minimum National Certificate - Level 	<ul style="list-style-type: none"> ■ A Diploma in Facilities Management or

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5 or relevant experience

equivalent experience

Knowledge/experience

Essential:

- Proven experience in a Facilities or Property/Building Management role
- Experience in financial management, budgeting and planning
- Sound working knowledge of Health and Safety legislation and business best practice
- A current clean drivers licence

Desirable:

- Contract management experience
- Vehicle fleet management experience
- Insurance management experience

Personal attributes

- Proven ability to be able to work independently and with minimal supervision using sound judgement and initiative; and collectively within a team environment
- Self-motivated, with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities
- Excellent interpersonal skills with the ability to liaise confidently and professionally with a diverse range of people at all levels in an organisation
- Strong relationship building and management skills
- Professional customer orientation with a commitment to providing a high level of customer service
- Excellent written and oral communications skills
- A high level of accuracy attention to accuracy
- Skilled in the use of the Microsoft Office suite of applications, particularly Word, Excel and Outlook
- Demonstrated high levels of integrity and an ability to obtain and maintain a TSS security clearance

Changes to position description

Positions in the GCSB may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. Such change may be initiated as necessary by the manager of this position. This position description may be reviewed as part of planning for the annual performance cycle.

Health and safety

GCSB is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in the Health and Safety in Employment Act by taking all practicable steps to ensure:

- a. The employee's safety while at work; and
- b. That no action or inaction of the employee while at work causes harm to any other person.

Knowledge management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to GCSB record keeping policy, standards, and procedures.

Employee: _____ Date: _____

Manager: _____ Date: _____