

# Head of House

## Position Description

### **Mō mātou: About us**

The Wise Group is a family of not for profit, community organisations sharing a common purpose: to create fresh possibilities and services for the wellbeing of people, organisations and communities. We are proud to make a positive difference in the lives of those working through mental health, addiction and other challenges.

Wise Management Services provides infrastructure services to the wider Wise Group through people and culture (P&C), IT, finance, operations, payroll, property, design and development services.

The property team offers specialized services in commercial and residential real estate procurement, lease management, asset management, facilities management and design for the broader Wise Group.

### **About the role | Mō tēnei tūranga mahi**

Reporting to the General Manager: Property Solutions, the purpose of this role is to lead and support all services provided by the front of house team to [Kākāriki House/Harakeke House] tenants, visitors and stakeholders.

The role ensures our facility exceeds the expectations of tenants and visitors by effectively anticipating, coordinating and maintaining the building hospitality functions and facilities to the highest standard and provide exceptional customer service through maintaining an efficient, effective and welcoming facility. The role will also have a quality lens over systems and processes in our facilities, be responsible for overseeing Safety & Wellbeing practices as well as manage relationships with suppliers and contractors and keep on top of repairs and maintenance.

This role is responsible for providing leadership, coaching and mentoring to the Facilities team.

### **Focus**

1. Develop relationships and strategies that get the best solutions for our customers by taking a strategic and sustainable view.
2. Champion and ensure Quality and Health and Safety requirements for our facilities are met.
3. Provide inspirational leadership, coaching, and mentoring to your direct reports, engage in regular coaching with them focusing on building a high-performing team and harmonious relationships with our key stakeholders.
4. Ensure all direct reports and your teams have the resources, training, skills, and systems to support their work.

5. Understand, advocate and implement appropriate systems investments to achieve scale and efficiency across team functions.
6. Play an important role in managing and resolving issues and take a proactive approach to identifying risks.
7. Ensure the building and facilities are maintained to the highest standard and comply with all regulatory requirement.
8. Arrange for repairs and maintenance when required
9. Have oversight of contractors, building and maintaining effective relationships
10. Establish a strong interface with key customers through proactive relationship management, exceptional communication, and astute planning.
11. Operate within and assist with budgets, including prompt payment of invoices/accounts including management of national supplier accounts.
12. Ensure contracts with suppliers and contractors are appropriate and adhered to
13. Provide friendly, competent and professional customer service to all internal and external stakeholders and guests
9. Administer effective and sustainable purchasing procedures using approved technologies within the Wise Group
10. Play an integral part in the overall culture of our facility
11. Play a pivotal role in fostering team connectivity as a lead member of "The Connectors," initiating activities that strengthen team bonds and promote a positive work culture.
12. Collaborate with cross-functional teams to plan and execute special events, including VIP visits, ensuring a memorable experience for all participants.
13. Ensure our facility maintain sustainable practices and identifies opportunities to generate and develop new green initiatives.
14. Be amazing at prioritising the requirements of supporting a diverse range of workflows
15. Be committed to continuous improvement of systems and procedures
16. Be agile in response to organisational needs.
17. Being your best at all times, representing WMS and the Wise Group in a professional manner.
18. Take responsibility for executing assigned tasks and development of WMS.
19. Do whatever is required to ensure that we are making a difference for the people in our community.

## Requirements

### Essential

- At least 2 years' experience in facility management and/or administration
- Proven background in effectively leading and managing staff
- Highly organised with a strong focus on attention to detail
- Strong written and verbal communication skills
- Experience identifying and managing compliance, risk, and controls
- Well-developed communication and relationship-building skills
- Strong ability to multitask and problem-solving skills
- Outstanding ability to work in a collaborative, diverse, flexible and autonomous role
- Experience in working within a complex, multi-stakeholder environment with success in aligning multiple interests, resources, and objectives

- Excellent attention to detail
- Proficient in using Microsoft Suite, excellent time management and the ability to work effectively and confidentially when under time constraints.
- Experience in asset management, preferably in a commercial environment
- An understanding of financial documentation and implementing budgets
- Key understanding of Health, Safety and Environmental fundamentals
- A clean, full drivers license
- With knowledge of, and demonstrable commitment to, the principles of Te Tiriti o Waitangi.

**Preferred**

- A tertiary qualification in Facility Management, Administration or other relevant discipline and/or membership to a professional organisation
- Experience working within the mental health, addiction, disability, public health, non-government and/or community sector
- Knowledge of the Resource Management Act and city/district planning