

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, 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 Head of House is fully responsible for the day-to-day management of [Kākāriki House/Harakeke House], ensuring the smooth operation of the office environment. This includes overseeing compliance, financial management, operational excellence, and customer service. The role ensures our facility exceeds the expectations of tenants and visitors by anticipating needs, coordinating hospitality functions, and maintaining the highest standards of facilities management. The Head of House will also ensure adherence to safety and wellbeing practices, manage supplier and contractor relationships, and oversee all repairs and maintenance.

This role includes direct responsibility for budget management, ensuring financial sustainability, and overseeing a team, providing leadership, coaching, and mentoring to maintain a high-performing and engaged workforce.

Focus

1. Develop and implement strategic initiatives to ensure [Kākāriki House/Harakeke House] operates efficiently and sustainably.
2. Take full responsibility for the day-to-day running of the office, ensuring a welcoming, professional, and efficient working environment.

3. Manage office-wide systems, procedures, and technologies to support seamless operational efficiency.
4. Play a proactive role in identifying risks, managing and resolving issues, and implementing mitigation strategies.
5. Champion and ensure compliance with health and safety requirements, including risk assessments and emergency preparedness.
6. 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.
7. Ensure all direct reports and your teams have the resources, training, skills, and systems to support their work.
8. Champion team engagement initiatives, ensuring a supportive and positive workplace culture.
9. 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.
10. Play an integral part in the overall culture of our facility
11. Establish a strong interface with key customers through proactive relationship management, exceptional communication, and astute planning.
12. Provide friendly, competent, and professional customer service to all internal and external stakeholders and guests.
13. Collaborate with cross-functional teams to plan and execute special events, including VIP visits, ensuring a memorable experience for all participants.
14. Take full responsibility for the budget, including forecasting, monitoring, and reporting to ensure financial sustainability.
15. Manage operational costs effectively, identifying opportunities for cost-saving and resource optimization.
16. Approve and oversee the payment of invoices/accounts and ensure prompt financial processing.
17. Negotiate and manage contracts with suppliers and contractors, ensuring they meet financial and service expectations.
18. Ensure that the building and facilities are maintained to the highest standard and comply with all regulatory requirements.
19. Oversee contractors and suppliers, ensuring service levels are met and maintained.
20. Arrange for repairs and maintenance when required, ensuring minimal disruption to tenants and staff.
21. Ensure contracts with suppliers and contractors are appropriate, adhered to, and regularly reviewed.
22. Implement sustainable facility management practices and develop new green initiatives to reduce environmental impact.
23. Prioritize and manage a diverse range of workflows, demonstrating agility in response to organisational needs.
24. Represent WMS and the Wise Group in a professional manner, maintaining the highest standards of integrity and accountability.
25. Take responsibility for executing assigned tasks and development of WMS.
26. Do whatever is required to ensure that we are making a difference for the people in our community.

Requirements

Essential

- At least 3-5 years' experience in facility management, administration, or operations.
- Proven experience in leadership, with a background in effectively managing and developing staff.
- Strong financial acumen with experience in budget management and financial reporting.
- Highly organized 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.
- Ability to multitask and solve problems effectively in a fast-paced environment.
- Experience in working within a complex, multi-stakeholder environment, aligning multiple interests, resources, and objectives.
- Proficiency in Microsoft Suite and excellent time management skills.
- Experience in asset management, preferably in a commercial environment.
- Strong understanding of Health, Safety, and Environmental fundamentals.
- A clean, full driver's license.
- 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