



Casual Facility Support

Position Description

About the Wise Group and Wise Management Services

The Wise Group is a Peak Performing organisation. Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's a journey not a destination and it's about becoming the best we can be. Every day we can all do just a little bit better.

Our greatest imaginable challenge here at Wise Management Services is to become one of the best infrastructure services by the standards of any industry and widely influential as a role model workplace. Our work and initiatives are guided by our True North which is to create the conditions to do great work. We believe that work should be a source of wellbeing and we support all the Wise Group entities to achieve their goals. And this is where you come in! Your role plays an important part in us achieving this together.

The team

Diverse is a good word to describe who we are and what we do. We take a lot of pride doing our bit to keep the wheels turning and the lights turned on.

You will join a team who take tremendous pride in creating a healthy and safe workplace environment and delivering services of excellence to the Wise Group.

As part of the WISE Property Solutions Team, this role provides front of house and other support services to our office based in Kākāriki House. We love what we do and enjoy working closely with people to find new ways of delivering the best experience possible to everyone who comes into our buildings. Our goal is for all tenants, visitors and stakeholders to our sites to be delighted with the service and facilities.

About the role

Reports to

Head of House

Position purpose

To ensure our facility exceeds the expectations of tenants and visitors by effectively anticipating, coordinating and maintaining the building hospitality functions and facilities. To provide exceptional customer service through maintaining an efficient, effective and welcoming facility.

Key interactions

- Operations team
- Wise Management Services
- Wise Group staff
- External providers and suppliers

Strengths important to the role

- **Achiever.** Working hard and possess a great deal of stamina, taking immense satisfaction in being productive.
- **Activator.** can make things happen by turning thoughts into action. They want to do things now, rather than simply talk about them.
- **Arranger.** Can organise, but also have a flexibility that complements this ability. Like to determine how all of the pieces and resources can be arranged for maximum productivity
- **Consistency.** keenly aware of the need to treat people the same. Crave stable routines and clear rules and procedures that everyone can follow.
- **Focus.** can take a direction, follow through and make the corrections necessary to stay on track. They prioritize, then act.
- **Includer.** accept others, show awareness of those who feel left out and make an effort to include them.
- **Relator.** Enjoy close relationships with others, find deep satisfaction in working hard with friends to achieve a goal.

Areas that play to your strengths (key accountabilities)

1. Provide friendly, competent and professional customer service to all internal and external stakeholders and guests
2. Administer effective and sustainable purchasing procedures using approved technologies within the Wise Group
3. Ensure the building and facilities are maintained to the highest standard and comply with all regulatory requirement
4. Play an integral part in the overall culture of the co-location
5. Liaise with stakeholders and communicate relevant information in a timely manner
6. Ensure the co-location maintains sustainable practices and identifies opportunities to generate and develop new green initiatives.
7. Be a safety champion by modelling healthy behaviours and actions.

About you

Your knowledge and skills

Essential

- Excellent written and verbal communication
- Proven time management and organisational skills
- Excellent attention to detail
- Intermediate or Advanced knowledge of Microsoft Office Suite
- Proven ability to develop successful relationships with a variety of people and across cultures.

Your experience

Preferred

- Administration or Facilities experience or a relevant qualification
- Knowledge of the New Zealand health sector, in particular the non-government and community sector an advantage.