

Position Description

Property Management Officer

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

This position is responsible for providing a high-quality, leading practice property management service to support Presbyterian Support Otago's (PSO) strategic direction.

To provide high quality, leading-practice assistance to the Property Manager to effectively manage the development, maintenance, safety and security of properties and plant assets across the organisation.

Work collaboratively with all levels of the organisation to ensure that this service is seen as a valuable enabler to the business, helping to achieve its goals and meeting its operational requirements.

Primary Objectives

- To facilitate Presbyterian Support Otago's property management best practice.
- To foster compliance with the relevant policies, processes and practices.
- To support the quality coordination and efficient operations of PSO's property portfolio.
- To assist and coordinate action items for:-
 - Repairs and maintenance – planned/unplanned.
 - Asset management.
 - Tenancy Management.
 - Property development programme.
 - Contractor management.
 - Legislative compliance, including Health & Safety.

Accountability	Expected Outcomes / Key Performance Indicators
Quality Coordination/Efficient Operations	<ul style="list-style-type: none"> • Support property management completed to plan, and on time, on budget, and to quality. • Plan and manage expenditure flow effectively. • Support all annual planning activities. • Maintain the property related data records. • Collate data, analysis and prepare accurate reporting for property related recommendations to the leadership team and governance. • Maintains a high standard of ethical practice.
Repairs and Maintenance	<ul style="list-style-type: none"> • Develop and maintain a five-year rolling programme for the maintenance of buildings and plant. • Prepare annual plans and budget control for all maintenance works. • Ensure planned repairs and maintenance jobs are delivered on time. • Prioritise and respond promptly to unplanned repairs and maintenance jobs in a cost-effective manner.
Asset Management	<ul style="list-style-type: none"> • Maintain the asset related data records, as defined in the "Fixed Asset Register". • Support the enterprise infrastructure asset management transformation (software, data capture, condition analysis and maintenance action distribution).
Tenancy Management	<ul style="list-style-type: none"> • Manage the data records for the management of social housing properties. • Conduct external and internal property inspections. • Prepare reporting for Government agencies as required.
Property Development Programme	<ul style="list-style-type: none"> • Assist with the preparation of information required for new building development and redevelopment proposals. • Provide planning, pricing, and technical information as required. • Property development projects are completed to plan, and on time, on budget, and to quality.
Contractor Management	<ul style="list-style-type: none"> • Assist in negotiations related to property management activities. • Liaise with contractors to ensure jobs are correctly specified and quotes obtained. • Manage contractor health and safety requirements. • Review and manage security related contracts and related procedures.

Legislative Compliance	<ul style="list-style-type: none"> • Awareness of applicable property legislation/regulations. • Prepare annual plans and budget control for all regulatory compliance issues and annual inspections. • Carry out building inspections for BWOFF Compliance achievement. • Review fire protection and egress arrangements. • Liaise with the Health & Safety committee to ensure necessary changes to the physical environment are actioned promptly, and ensure compliance with all relevant Health and Safety Legislation.
Relationship Building, Service and Communication	<ul style="list-style-type: none"> • Communicate effectively and promptly with all managers and key staff, as necessary. • Be organised, responsive and proactive, with a strong ethos of customer service. • Plan and prioritise to meet service deadlines/promises in a timely manner. • Attend meetings regularly and visit outlying work locations to provide advice and support.
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Proactively seek continuous improvement to services, work practices and / or workflow. • Undertake all other requests from your manager that are a reasonable expectation of this position.
Health and Safety PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.	<ul style="list-style-type: none"> • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships	
Reports to: Property Manager	Direct Reports: (n/a)
Internal Relationships: CEO Senior Leadership Team Residential Managers Family Works Managers Health & Safety Committee All staff	External Relationships: Suppliers and Contractors Local Government entities
Person Specifications	
<p>Qualifications/Skills</p> <ul style="list-style-type: none"> • Relevant certification, diploma or degree-level study in a Property Management related field. • Current drivers' licence <p>Experience/Knowledge</p> <ul style="list-style-type: none"> • 3+ years' experience in a property management role. • Familiarity with New Zealand property related legislation. • Experience in a NFP (Not-For-Profit) organisation. <p>Personal Qualities</p> <ul style="list-style-type: none"> • Strong customer-service ethos. • Enthusiastic with a positive "can-do" attitude. • Ability to work independently and be self-motivated. • Excellent written, 'Word' and 'Excel' skills, with a keen attention to detail and accuracy. • Resilient, collaborative and improvement focused. • Willing to "pitch in" to help as needed, and flexible in hours of work. • Proven interpersonal skills, being able to relate to people, communicate at all levels of the organisation and negotiate change. • Excellent problem-solver/improvement facilitator. • Professional and ethical – able to maintain confidentiality. • Highly self-motivated, directed, flexible and well organised. • Able to effectively prioritise and execute tasks under pressure. • Active contributor to a team-oriented, collaborative and loyal environment. <p>Physical Requirements</p> <p>This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.</p>	

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference, and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki & aroha.

