



POSITION DESCRIPTION

Position: Housing and Council Halls Manager	Group: Regulatory and Customer Services
Job-holder:	Location: Taumarunui /Ohakune
Responsible to: Executive Manager, Regulatory and Customer Services	Date: October 2024
Responsible for: The management and maintenance of all council owned Housing and Council Halls	

OUR DISTRICT:

We are proud of our reputation in the community and are working hard to bring to life the 10-year Long Term Plan (LTP). Council is on a journey to drive and support the development of safe, prosperous, rural communities that thrive and capitalise on our agriculture, business and tourism sectors, while sustaining our beautiful environment. We are doing this through promoting an environment which is sustainable, enhances the quality of life, and meets the needs of our present and future citizens and visitors to the Ruapehu District. We serve a population of 13,000 spread across 6,730 square kilometres, with an annual turnover of \$50 million and assets of \$500 million including one million visitors to our unique and beautiful environment.

The Ruapehu District offers an enviable lifestyle on offer with the Tongariro World Heritage Park and the Whanganui National Park, as well as having superior snow sports, Cycle trail, trekking, kayaking, hunting and fishing at our doorstep to support a healthy work life balance.

OUR LEADERSHIP PHILOSOPHY:

Our leadership ethos is founded on the servant leadership model demonstrated through our day-to-day activities, behaviours and our interactions with staff, Iwi, and key stakeholders in our community. We are respectful in our approach and lead by example.

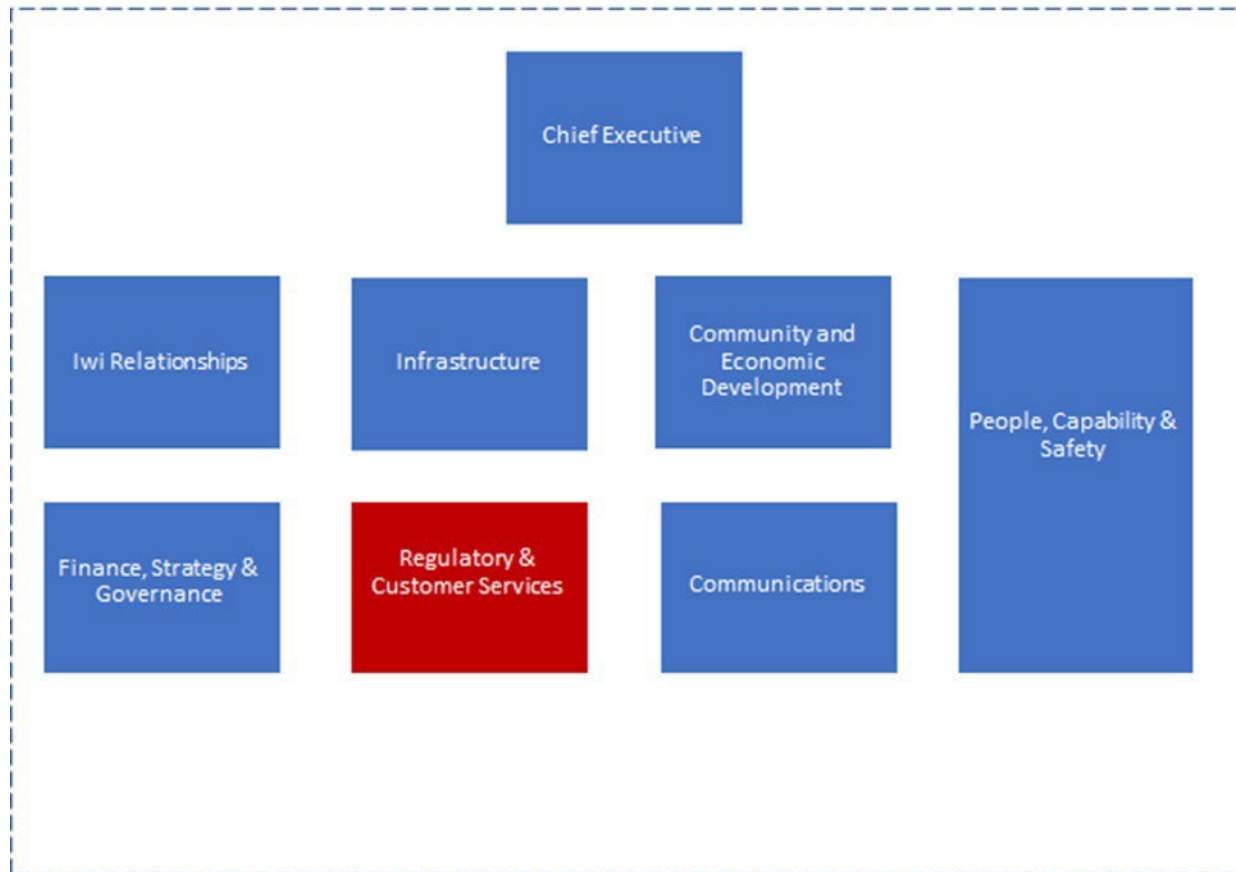
POSITION OVERVIEW:

The Housing and Council Hall Manager is responsible for high-quality management of the use of council's housing facilities. The role effectively manages tenancies, maintenance issues and repairs while upholding budget requirements. The role focuses on the people element, supporting social connections to central agencies and liaising and informing the Property Team as required.

Financial & Non-Financial Delegations:

Number of direct/indirect reports: 0

Expenditure Authority Levels: Individual expenditure items within approved budgets.



LEVEL OF AUTONOMY AND DEGREE OF DELEGATION:

The role operates under a series of high-level KPIs, working autonomously and collaboratively to achieve the desired business outcomes. The role is responsible for managing the housing and council hall maintenance budget.

STAKEHOLDER ENGAGEMENT:

Internal: Executive Manager & ELT members, Community and Economic Development team, and all other Council staff.

External: Council's Tenants and Maintenance Contractors, Elected members for strategic and operational matters, Community Groups and Clubs, Members of the Public, Central government and social support agencies.

THE ROLE:

The role provides high quality support and assistance on all housing and council hall management responsibilities. This includes proactively managing service requests and keeping robust records of repairs, maintenance and risk factors. The role requires maintaining good relationships with tenants and hall committees/community groups to minimize inefficient use of resources.

KEY ACCOUNTABILITIES – this table forms the basis for annual KPIs

- Housing and council halls management
- Service Requests
- Keeping Property informed of any asset issues
- Correspondence and research assistance
- Health, safety and compliance
- Technology and systems

Key Performance Areas	Key Accountabilities	Key Performance Indicators
RDC Values	Conduct all business activities in line with RDC vision and values.	Demonstrate our RDC values in all business activities and when working with both internal and external partners.
Housing and Facilities Management	<p>Supervise the council's tenanted properties, ensuring efficient administration processes and stakeholder relations are in place for all properties and facilities.</p> <p>Ensure all property maintenance and cleaning contracts are managed effectively for social housing, and council halls.</p> <p>Maintain accurate records and registers of all service requests, maintenance, repairs and contracts.</p>	<p>All tenants are vetted, and positive relations are upheld with new and existing tenants. Properties are inspected annually and when vacated, tenants are made aware of risks and follow up processes are in place to mitigate all risks aligning with Property team.</p> <p>Eviction processes are managed in a timely and compliant way adhering to our Strategic Framework, ie manaakitanga</p> <p>Appropriate contracts are in place for ongoing maintenance and care and a robust register of all properties is preserved. Payments connected with properties are organised.</p>

		All legal documents are executed within the required timeframes and the property register is up to date and accurate at all times.
Service Requests	<p>Attend to all enquiries and request logged on the service request system including responding to afterhours calls as agreed to from time to time.</p> <p>Assist customers, both internal and external with requests for information. Following up on matters arising as necessary.</p> <p>Support the Customer Services team with counter and phone enquiries when required.</p>	<p>All customer enquiries are dealt with promptly to the performance standard agreed, follow up action is taken when necessary.</p> <p>All service requests are kept updated as information is received, and the customer is advised accordingly. Internal and external customers are satisfied with the quality of service provided.</p> <p>Capacity is enhanced during times of shortfall on a daily basis, time permitting.</p>
Asset Management Planning	<p>Assist with maintaining and reviewing asset condition database for housing and halls.</p> <p>Contribute to the three-year period of Long Term Plans incorporating changes arising from each annual plan for housing and facilities.</p> <p>Assist with robust risk management of property assets including planning, preparation and including identifying property capital requirements.</p>	<p>Property Team are assisted to provide a comprehensive record of housing, facilities and property assets, their condition, planned upgrades, disposals, and level of service or growth projects.</p> <p>Support is given to all tasks associated with the long-term and short-term planning requirements.</p> <p>All reporting related timeframes are met, and risk is managed appropriately resulting in risk minimisation.</p>
Correspondence and research assistance	<p>Provide correspondence support and assist with the preparation of letters, business reports or memoranda as required.</p> <p>Maintaining all appropriate working documentation and provide relevant information for the website and to other teams when required.</p> <p>Carry out research to assist with preparation of reports for various council, committee and community board meetings.</p>	<p>All correspondence is replied to within the corporate timeframes and adheres to corporate standards. All records are accurate and up to date with relevant follow up action recorded and actioned as needed.</p> <p>All working documentation is easily accessible and all public information is accurate and up to date. The appropriate legislation is referred to and adhered to, where relevant.</p> <p>A summary of findings, draft or final report is prepared within the timeframes given.</p>

Health, safety and compliance	<p>The CEO, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU).</p> <p>However, safety is everyone’s responsibility, and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</p> <p>Take reasonable care of your own health and safety, with reasonable care that your actions or omissions do not affect the health and safety of other people.</p>	<p>Demonstrate reasonable care of personal health and safety and care of others.</p> <p>Ensure policies and procedures relating to health and safety at the workplace are always adhered to. Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.</p> <p>Report all hazards and risks in a timely manner in line with reporting procedures.</p>
Technology and systems	<p>Adhere to the use of council technologies and digital platforms inclusive of DWS and Microsoft programs.</p>	<p>Show a good working knowledge and use of our technology systems while ensuring related documents are accessible and up to date.</p>

ANY OTHER INFORMATION RELATED TO POSITION:

The council is responsible for Civil Defence emergencies, and it is understood all employees will be trained and may be called on to keep open essential services, to participate in emergency management training and respond to adverse events and to assist in other duties as required.

PERSON SPECIFICATION

Professional & Technical Competencies

- Experience in property and asset management.
- A thorough understanding of the Local Government Act 2002.

Formal qualifications

- A tertiary qualification in property, Social Welfare, asset management, business administration or a similar field.
- Full NZ driver’s license.

Depth and breadth of experience needed

- Empathetic and someone that understands the complex needs in our clients
- Experience in contract management.

- Excellent written and oral communication skills.
- Excellent interpersonal skills, able to work with people at all levels.
- Highly tech savvy with a strong demonstrated level of Microsoft programs and similar software.
- Refined problem solving and decision-making skills with a demonstrated ability to understand and respond to customer issues.
- Highly adaptable.

POSITION-HOLDER:

NAME:

MANAGER.....

SIGNATURE..... DATE

SIGNATURE.....DATE.....