

Position Description

Employment Agreement:	PSA/DHB South Island Admin Collective Agreement
Position Title:	Property Coordinator
Service & Directorate:	Facilities & Property
Location:	Dunedin / Invercargill
Responsible to:	Service Manager Property Performance
Responsible for:	Nil
Delegations:	Nil
Date:	September 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

This role is responsible for seeking business improvement opportunities across the team, reporting on property performance across the team (including but not limited to facilities management performance, project performance, health & safety performance, financial performance, compliance activity, and other facilities & property performance metrics), and providing administrative support to the Property Team. The role will ensure that all activities are provided in a safe and compliant way, and will contribute and continually look for improvement, ensuring all activities are being undertaken as directed by the Service Manager. This role will be part of a high-performing, multi-disciplinary district-wide team to provide all spatial support to the wider SDHB; ensuring that all Facilities & Property departmental processes function efficiently and risk to the organisation is minimised. The role will provide exceptional customer service, demonstrate health and safety practices, good asset management practices, and the values of the organisation.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Competencies

Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Process Management	Good at developing, refining, and implementing the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flows; knows what to measure and how to measure it; can see opportunities for synergy and integration; can simplify complex processes when appropriate and can determine if simplification is beneficial. Can get the most out of the resources available, but can recognise early when conditions and situations are likely to place themselves, their colleagues, contractors or the organisation at risk. Capable of planning and implementing alternative solutions. Develops and presents opportunities to improve departmental and organisational processes.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Facilities & Property staff Southern DHB staff (including Finance, Business Analyst, IT Support) Managers at all levels of the organisation 	<ul style="list-style-type: none"> Contractors Otago University staff

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum Level 4 NCEA 	<ul style="list-style-type: none"> Tertiary level qualification
Experience	<ul style="list-style-type: none"> At least 5 years administrative experience. Experience of Business Improvement initiatives. Data entry experience that demands a high degree of accuracy. Experience in converting data into performance dashboards 	<ul style="list-style-type: none"> Experience in financial administration or performance reporting. Experience in administration in a hospital or facilities environment.
Knowledge and Skills	<ul style="list-style-type: none"> Demonstrated knowledge of data analysis and performance reporting Excellent attention to detail and accuracy. Excellent customer service and support skills. Advanced computer skills and experience in the Microsoft suite, including a high level of excel proficiency. The ability to manipulate and present raw data into a usable and valuable format. 	<ul style="list-style-type: none"> Knowledge of Power BI and performance dashboards. Knowledge of business improvement practices and processes Knowledge of other software systems such as BEIMS, Onestaff, Cardax, Promaster etc.
Personal Qualities	<ul style="list-style-type: none"> Ability to follow through a task or assignment from completion with accuracy. Ability to demonstrate sensitivity to the needs and requirements of customers and manage enquiries to their satisfaction. Ability to train staff on software and processes. Ability to apply numerical skills. Capable of working under pressure and meeting deadlines. Ability to work independently and as part of a team. High standard of interpersonal communication skills, including written and verbal. Excellent prioritisation and organisational skills. The ability to pick up and fully utilise new organisationally-specific computer programmes (e.g. Onestaff, BEIMS, Oracle) Take ownership and responsibility of all tasks. Take pride in a job well done, accept feedback and learn from any mistakes. Have a high level of accuracy and be able to prioritise extremely well. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p>Operational responsibilities</p> <p>Responsible for seeking business improvement opportunities across the team, reporting on performance across the team, and providing administrative support to the Property Team.</p>	
<ul style="list-style-type: none"> • Provides practical administration support to the Service Manager – Property Performance to enable effective management of budgets and services. Liaise with Business Analyst to obtain clarification or further information that assists the Managers to manage and track their budgets. • Manipulate and present raw data from various systems into a format which is usable and well presented for the requirements of the Facilities & Property team. • Responsible for creating and maintaining performance dashboards for all areas of performance within the Facilities & Property team. 	<ul style="list-style-type: none"> • Service Managers are provided with rapid responses to their queries or requests for performance data/tracking spreadsheets as required. • To complete tasks accurately and within timeframes. • Advice is provided to the Service Managers on Oracle functionality and the purchase order tracking spreadsheet to assist them in managing their budgets. • Providing the required information/services and using initiative to improve the service. • Prioritise workload to ensure you action purchase orders in an accurate, efficient and timely manner. • Raw data is manipulated and presented to the specified requirements.
<p>General Administration</p> <p>Provide high quality administrative support to the Property Performance Team, ensuring efficient and effective service delivery.</p>	
<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support to enable the efficient functioning of the service. • Monitor the Safety 1st and Feedback systems for incidents, analyse, and report accordingly. • Set up and maintain effective performance dashboards for all aspects of performance within the Facilities & Property team. • Demonstrate attention to detail and accuracy. • Demonstrate a willingness to adapt to changing needs of the service. • Evaluates situations and identifies existing or potential problems and opportunities. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. 	<ul style="list-style-type: none"> • Ensure all Safety 1st and Feedbacks are responded to in a timely manner. • All duties performed to a high standard. • Prompt response to requests. • Enquires are handled efficiently, promptly and appropriately. • Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. • Adherence to work practice in line with organisational and finance policies. • Accurate high quality documentation produced in a timely manner. • Prioritise work to ensure efficient service delivery. • Recognise that everyone is entitled to consideration and respectful care without prejudice.
<p>Living Southern DHB Values</p>	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and

	whanau experiences and/or staffs experience of working.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annual with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

.....
Employee

.....
Date

.....
Manager

.....
Date