

Position Description

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| Employment Agreement: | Individual Employment Agreement |
| Position Title: | Compliance Manager |
| Service & Directorate: | Facilities & Property |
| Location: | Dunedin / Invercargill |
| Reports to: | Service Manager Property Performance |
| DHB Delegation Level: | N/A |
| Number of direct reports: | Nil |
| Date: | April 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> |
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| 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 manages building compliance at all Southern DHB properties, ensuring all activities are provided in a safe and compliant way, that activities comply with relevant legislation including, but not limited to, Building Code, Health & Safety at Work Act, The Building (Earthquake-prone Buildings) Amendment Act 2016, and that buildings have current Building Warrants of Fitness, and comply with other relevant legislation.

The role contributes and continually looks 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 aspects of administration and compliance support to the Facilities & Property team; ensuring that all 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

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| 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. |

Management Competencies

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| Planning | Accurately scopes out length and difficulty of task 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. Can effectively cope with change and uncertainty; can shift gears comfortably; can decide and act on tasks without having the total picture. |
| Interpersonal Savvy | Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably. Has excellent communication skills both written and verbal. |
| 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. |

| KEY RELATIONSHIPS | |
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| Within Southern DHB | External to Southern DHB |
| <ul style="list-style-type: none"> Facilities & Property staff | <ul style="list-style-type: none"> External Contractors. |
| <ul style="list-style-type: none"> Service Managers and other staff of other DHB departments. | <ul style="list-style-type: none"> University of Otago staff |
| <ul style="list-style-type: none"> Finance, business analysts, procurement | <ul style="list-style-type: none"> Territorial Authorities e.g. DCC, ORC, ICC |
| | <ul style="list-style-type: none"> Members of the public |

PERSON SPECIFICATION

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

| | ESSENTIAL | DESIRABLE |
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| Education and Qualifications (or equivalent level of learning) | <ul style="list-style-type: none"> NCEA Level Three or Equivalent | <ul style="list-style-type: none"> New Zealand Business or management qualifications. |
| Experience | <ul style="list-style-type: none"> Minimum 5 years' experience in a compliance role. Extensive Knowledge of the Building warrant of fitness system and compliance. Extensive experience in providing high level administration. Experience working within a multi-disciplinary senior management team, utilising and providing expert advice to allow business continuity. Experience in interpreting and implementing terms and conditions of contracts and legislation. | <ul style="list-style-type: none"> Experience and confidence in compliance in the facilities arena. Experience and confidence in senior administration in a hospital environment. Experience in managing contractors across multiple sites. |
| Knowledge and Skills | <ul style="list-style-type: none"> Expert knowledge of the compliance processes required to provide facilities management support Good understanding of asset management Strong skills in managing and directing contractors. Good computer skills in Microsoft Office suite. Exceptional attention to detail and the proficient ability to read and interpret building plans and reports. Application of asset risk management. | <ul style="list-style-type: none"> Strong understanding of building compliance issues such as building warrant of fitness, seismic assessments, asbestos, asset management etc. Experience and knowledge of software packages such as BEIMS, Onestaff, Oracle etc. |
| Personal Qualities | <ul style="list-style-type: none"> A professional, accountable, proactive and service-orientated approach. The ability to act independently or as part of a team, and to work within set timeframes. The ability to interact effectively, tactfully and diplomatically with a wide variety of individuals. | |

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| | <ul style="list-style-type: none"> • Good negotiator and able to think outside of the square to arrive at solutions that suit all stakeholders. Able to build rapport and have well-developed relationship management skills. • A forward thinker, committed to continual quality improvements. • An innate ability to be adaptable; to respond to changes in tasks, duties, responsibilities and business processes brought about by organisational, environmental or legislative demands. • Ability to think strategically; goal orientated with the ability to prioritise own tasks. • A positive attitude to change while maintaining a good sense of humour. • Establishes and maintains strong, trusting partnerships with peers and team members. • Well-developed relationship management skills. • Monitors, measures and continually improves own performance and that of their team and contractors. • Responsiveness, high output and multi-tasking. |
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KEY RESULT AREAS:

| Key Accountabilities: | Example of successful delivery of duties and responsibilities |
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| <p>Operational responsibilities Responsible for the compliance of all properties, ensuring that key objectives and compliance with relevant legislation is achieved (i.e. Building Warrant of Fitness).</p> | |
| <ul style="list-style-type: none"> • To devise and implement procedures, processes, manuals, building compliance schedules, etc. • To oversee all operational aspects required for compliance buildings. • Ensure contractors are carrying out all checks and providing evidence as required under service contracts and the relevant legislation such as building act. • Implement and maintain a level of KPI's for contractors and measure performance against service levels. • Produce a high standard of documentation and communication to the organisation. • Provide a link between different teams within the department to ensure consistency in processes. • Be involved with planning the asset management of the facilities with the rest of the team. • High level coordination of risk management functions. • Initiate and participate in process improvements through innovation, collaboration and personal development. • Provide support to strategic projects and high level documentation such as Business Cases. | <ul style="list-style-type: none"> • To ensure that all objectives for compliance activity within the portfolio are met. • Ensure that all documentation, policies and procedures are concise, comprehensive and consistent with the policies and direction of the SDHB. • Compliance business processes are reviewed and adapted to ensure best practice. • To liaise and assist effectively with other Service Managers / Supervisors / Coordinators and staff to obtain desired outcomes. • Ensure that communications to the organisation are appropriate for the audience, provide adequate information to minimise risk and have been distributed within appropriate timeframes. • Keep up to date with current trends, best practice and methodologies. • Provides highly focussed professional advice on compliance related matters. • Ensures all buildings have current BWOF's and any potential issues are identified and escalated as necessary. • Monthly reporting as required to support the operation of your duties. |
| <p>Health , Safety and Wellbeing</p> | |
| <ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance | <ul style="list-style-type: none"> • SDHB Health and safety policies are followed in their area of responsibility. |

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| <p>with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p> <ul style="list-style-type: none"> • Strive for best practice in Health and Safety at all times. | <ul style="list-style-type: none"> • Hazards are identified, risks are assessed, and appropriate control measures are implemented and followed on a regular basis. • 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. |
| Living Southern DHB Values | |
| <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 | |
| <p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> | <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 | |
| <p>Identifying areas for personal and professional development.</p> | <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. |
| Treaty of Waitangi | |
| <p>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.</p> | <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:

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Employee

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Date

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Manager

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Date