

Position Description

Employment Agreement:	PSA/DHB South Island Admin Collective Agreement
Position Title:	Leasing & Spatial Planner
Service & Directorate:	Facilities & Property
Location:	Dunedin / Invercargill
Reports to:	Service Manager Property Performance
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	August 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 managing all existing leases, both tenant and landlord side, maximising value for the SDHB, and providing support to the wider organisation when assessing spatial requirements. 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 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.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
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	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Facilities & Property management and staff 	<ul style="list-style-type: none"> Contractors, real estate agents, and suppliers, including service contractors.
<ul style="list-style-type: none"> Service Managers and other clinical staff of all other DHB departments. 	<ul style="list-style-type: none"> Consultants (design consultants, building consultants, architects, project managers etc)
<ul style="list-style-type: none"> Senior Management and non-clinical staff of all other DHB departments. 	<ul style="list-style-type: none"> University of Otago staff
	<ul style="list-style-type: none"> Territorial Authorities e.g. DCC, ORC, ICC
	<ul style="list-style-type: none"> Ministry of Health Capital and Operations 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"> Relevant diploma 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 senior administration or planning role. Experience in managing leases and providing high level administration. Experience working within a multi-disciplinary team, utilising and providing expert advice to allow business continuity. Experience in interpreting and implementing terms and conditions of contracts and legislation. Experience of spatial planning, and assessing spatial requirements. 	<ul style="list-style-type: none"> Experience and confidence in lease administration in the facilities arena. Experience and confidence in negotiating leases and contracts. Experience and confidence in administration in a hospital environment. Experience in coordinating and/or writing high level documentation such as Business Cases for executive or Ministry-level audiences. Experience and confidence in managing stakeholders.
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of the business processes required to provide lease administration support. Knowledge of building plans, floor layouts, and legislation regarding spatial requirements (eg Health & Safety at Work Act). Have an enquiring mind and be adept at options based problem solving. Advanced financial literacy and problem solving skills. Good computer skills in Microsoft Office suite. Exceptional attention to detail and the proficient ability to read and interpret building plans. 	<ul style="list-style-type: none"> Strong understanding of leases and associated property law. Ability to collaboratively develop and maintain spatial requirement plans in conjunction with service teams.

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. • 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 with excellent scheduling skills. • 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 and those of your team to meet deadlines. • A positive attitude to change while maintaining a good sense of humour. • Establishes and maintains strong, trusting partnerships with peers, team members, other dept managers, and other internal and external stakeholders. • Monitors, measures and continually improves own performance. • Responsiveness, high output and multi-tasking. • The ability to influence others in a positive manner through negotiation and persuasion.
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p>Operational responsibilities Responsible for managing all existing leases, maximising value for the SDHB, and providing support to the wider organisation when assessing spatial requirements.</p>	
<ul style="list-style-type: none"> • To devise and implement procedures, processes, and manuals to effectively manage the leasing requirements of the SDHB. • To oversee all operational aspects for lease administration to ensure a compliant, safe and efficient operation. • Keeps an up to date record of all existing space, its occupier, and future needs and demands. • Regular review of all internal policies and procedures. • 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. • Involvement with budgets for the Facilities & Property team. 	<ul style="list-style-type: none"> • Ensures that all leases are current, and paid on time. • Ensure that all documentation, policies and procedures are concise, comprehensive and consistent with the policies and direction of the SDHB. • Lease administration processes are reviewed and adapted to ensure best practice. • Departmental spatial requirements are reviewed annually. • 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. • Initiate and participate in process improvements through innovation, collaboration and personal development. • Keep up to date with current trends, best practice and methodologies.

	<ul style="list-style-type: none"> Relationship management is well developed; influence, negotiate and communicate with the rest of the SDHB team. Budget and expenditure is managed in line with the delegation of authority policy. All financial administration is undertaken as per SDHB policies and procedures. Financial administration issues are reviewed and solved with a transparent audit trail in collaboration with the finance team. Monthly reporting as required to support the tasks in the operation of your duties.
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> 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. Develop positive health and safety and wellbeing cultures in their teams and the team environment. 	<ul style="list-style-type: none"> SDHB Health and safety policies are followed in their area of responsibility. Hazards are identified, risks are assessed, and appropriate control measures are implemented and followed on a regular basis. All employees are regularly briefed on where to seek assistance and guidance on health and safety matters. 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.
General Administration	
Provide high quality administrative support to the Facilities & Property team, ensuring efficient service delivery.	
<p>Provide timely and accurate administration support to enable the efficient functioning of the service, including but not limited to:</p> <ul style="list-style-type: none"> Identify potential improvements to systems and processes to ensure continuous improvement. Demonstrate attention to detail. Demonstrate excellent customer service skills with all stakeholders. 	<ul style="list-style-type: none"> All duties performed to a high standard Prompt response to requests Enquires are handled efficiently, promptly and appropriately. Adherence to all SDHB policies and procedures. Prioritise work to ensure efficient service delivery
Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<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.
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:

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Employee

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Date

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Manager

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Date