



Position Description

Regional Facilities Manager

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities and Retirement Villages throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

Our pursuit of excellence comes from the things we value the most:

- **Integrity** – we are trustworthy, honest and ethical
- **Respect and Value** – we strive to show deep respect and consideration to all
- **Commitment** – we are dedicated to providing superior care
- **Effective** – we are driven to produce exceptional results
- **Efficient** – we strive for excellence through efficient work habits

Position Overview:

Looking after a portfolio of facilities and villages

Reports to:

National Assets & Maintenance Manager

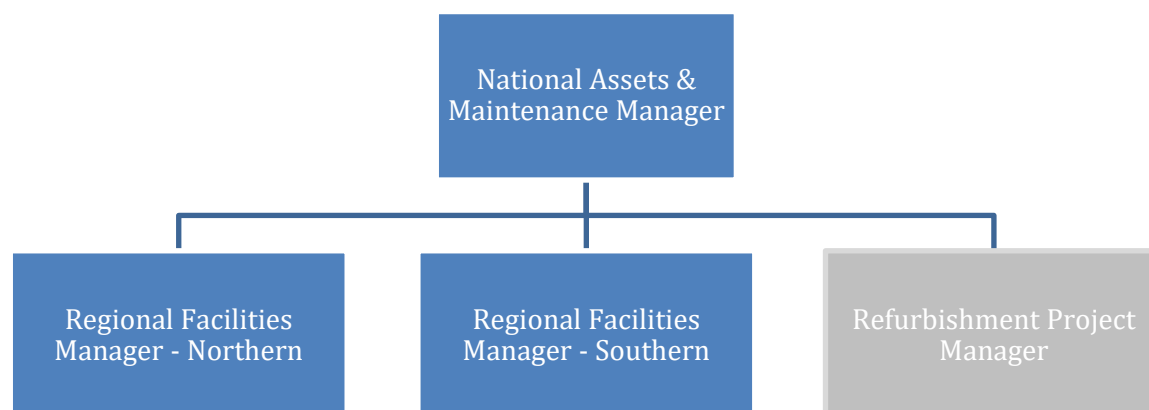
Functional Relationships:

Care Home Manager(s)

Regional Business Managers

Support Office Teams

Team Structure:



Key Accountabilities:

- Liaise with the Regional Business Managers and Care Home Managers with material property related queries.
- Oversee the long term maintenance programme for each care home and village within the Heritage Lifecare group.
- Ensure all Heritage Lifecare care homes and villages are adhering to legislative and regulatory requirements to maintain their building warrant of fitness.
- Ensure all Heritage Lifecare care homes/villages are meeting relevant fire compliance regulations.
- Work with the Regional Business Managers, Care Home Managers and the National Assets & Maintenance manager to ensure the maintenance budgets are well managed
- Review and action accordingly capex requests.
- Maintain full and accurate records of all building warrants of fitness, fire compliance certificates, care home and village evacuations plans.
- Develop and implement strategies to ensure all Heritage Lifecare homes and villages are well presented.
- Provide support to the National Assets & Maintenance Manager on development opportunities within the Heritage Lifecare group.
- Provide support to Refurbishment Project Manager on delivering refurbishment and upgrade projects across the Heritage portfolio.
- Oversee the training and development of onsite maintenance and gardening staff, with a focus on health & safety.
- Ensure Heritage Lifecare meets best work practices.
- Manage property related supplier contracts
- Manage property related building and development projects with a focus on health & safety

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

In accordance with the Delegated Authority policy and delegations.

Person Specification

Essential skills, knowledge and experience

- Extensive experience in implementation of asset management principles.
- A strong understanding of the legislative and regulatory requirements of commercial buildings.
- Ability to propose goals and objectives for each property.
- Excellent communication skills, with the ability to produce documentation that is grammatically correct and appropriately formatted.
- High level attention to detail, well organised and a logical thinker.
- Ability to work independently, yet cohesively with on site staff around the country.
- Exposure to a culturally diverse health workforce would be beneficial.
- Ability to work autonomously, taking initiative and providing a premium service to all stakeholders
- Strong communication skills with the ability to communicate well with all levels of the organisation as well as with outside parties.

Desirable skills, knowledge and experience

- Project management experience
- A background in the aged care and retirement village sector. Experience in the Aged or Primary Care sector
- Proficiency in full MS Office Suite (Excel, Word, Outlook and Power Point).
- Experience with asset management software

Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome. Uses their approach to improving financial performance and leadership development.
Deal with Ambiguity	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Thought Leadership	Using your knowledge of your business environment, use past experiences, relevant literature, best practise, marketing leading approaches and unconventional results which have driven success, come up with winning ideas, and create innovative solutions to solve existing and new business challenges.
Courage	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and where appropriate others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.