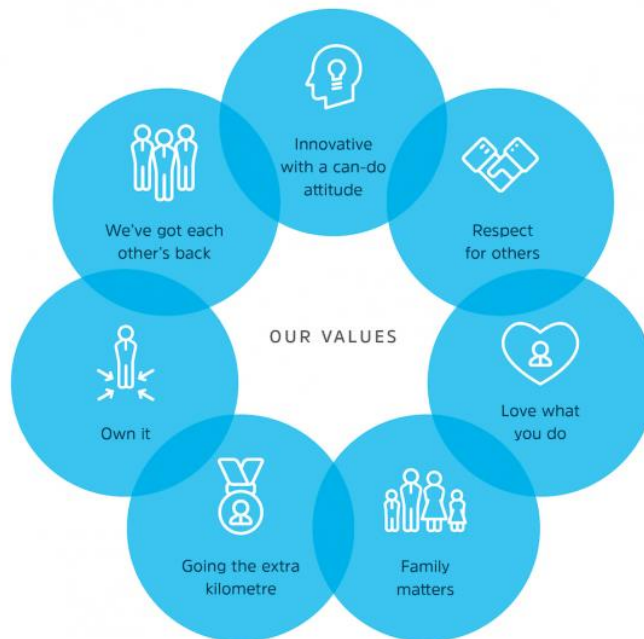


# DRAFT Position Description

Position:	Delivery Lead
Reports to:	Delivery Manager
Location:	Nelson/Blenheim
Group:	Switched On Housing
Direct Reports:	Delivery Supervisors

Values:



Financial Authority to Act:

Decision Authority to Act:

## Position Description and KPI Acknowledgement

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

I have read, understood and agree to comply with the above position description and KPI's.

Employee Signature: |

Date: |

# Key Performance Indicators – Functional Accountability Chart

Area of Accountability	Core Responsibilities and Typical Activities	Measurement of Performance
Purpose	Leading a team of Delivery Supervisors, the Delivery lead is responsible for the coordination of all delivery functions within their delegated area. To ensure quality standards are met through providing audit, checks and quality training. The prime objective is to maximise operational efficiencies which lead to the delivery of a great customer experience. Whilst also maintaining KPI'S and ensuring the business meets its contractual obligations.	
Values	<ul style="list-style-type: none"> <li>Demonstrates Switched On' values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to the Switched On Values</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>Undertakes professional development required to meet expectations of role</li> </ul>	<ul style="list-style-type: none"> <li>Consistent with 1:1 and annual milestone achievements</li> <li>BHAG goals achieved</li> </ul>
People Leadership	<ul style="list-style-type: none"> <li>Inspiring &amp; influencing your people, promotes customer experience and is passionate about the growth of themselves &amp; others</li> <li>Demonstrates strong ethical and moral standards</li> <li>Provides goals and objectives with guidelines to team</li> <li>Inspires Learning &amp; Development of self and others</li> <li>Nurtures Growth</li> </ul>	<ul style="list-style-type: none"> <li>Has high ethical and moral standards</li> <li>Clearly communicates expectations</li> <li>Provides goals &amp; objectives with loose guidelines &amp; directions</li> <li>Has the flexibility to change opinions</li> <li>Is open to new ideas &amp; Approaches</li> <li>Provides safety for trial and error</li> <li>Helps team and self-grow into a next-generation leader</li> <li>Is committed to ongoing training of self and team</li> <li>Ensures team their team and trades are adequately inducted, trained and developed</li> </ul>
Soft Skill Application	<ul style="list-style-type: none"> <li>Manages time team &amp; resources appropriately to ensure that all simultaneous projects are delivered on time.</li> <li>Communicates both internally and externally relies on their written &amp; verbal communication skills to reach and persuade the desired outcome.</li> <li>Maintains and builds positive relationships with all stakeholders, (Team, Subcontractors, Trades, Customers and Communities)</li> <li>Thrives in a changing environment and embraces the use of technology as an enabler to allow them to be more productive.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully manages multiple projects at the same time to deadline.</li> <li>Uses written and oral communication to successfully communicate with all stakeholders</li> <li>Ensures Delivery Manager is kept well informed of all major operational issues concerns and achievements</li> <li>Adapts well to change</li> <li>Embraces technology as an enabler of productivity</li> </ul>
Customer Experience	<ul style="list-style-type: none"> <li>Working on behalf of Switched On Housing together with Kāinga Ora to build positive relationships in the homes &amp; communities that we serve.</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from customers</li> <li>Positive feedback from Kāinga Ora</li> </ul>
Quality Officer	<ul style="list-style-type: none"> <li>Inspection / audit of work carried out by Switched On's subcontractors and internal delivery processes to agreed levels and schedules</li> </ul>	<ul style="list-style-type: none"> <li>Audits are completed in a timely manner</li> <li>Agreed number of audits completed</li> </ul>

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- Working to continuously improve all subcontractors and internal delivery process in line with the agreed procedures including follow up
  - Liaising and working with new and existing trades and internal teams to provide support and training to ensure required competency.
  - Work audit results closely align with customer assessments
  - Training developed and provided to ensure the required competency is reached
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Health & Safety	<ul style="list-style-type: none"> <li>Assisting the Health and Safety team with leadership of Health and Safety.</li> <li>Ensures that all Policies and processes become part of daily practice and are adhered too.</li> </ul>	<ul style="list-style-type: none"> <li>Customers kept safe</li> <li>All Hazards Identified and Mitigated</li> <li>Actively report Incidents and Accidents within 24 hours of occurrence</li> <li>Known as a role model at Switched On for promoting a positive attitude to safety not just for self but for others too.</li> <li>No Serious Harm Injuries</li> <li>Actively seek out and pursue health and safety improvements</li> </ul>
Delivery Lead	<ul style="list-style-type: none"> <li>Coordinating the delivery supervisors, subcontractors and trades to ensure that all customer requests are delivered within the time frames and to specification as agreed with Kāinga Ora.</li> <li>Manages and guides the delivery Supervisors' performance, focusing on; <ul style="list-style-type: none"> <li>Achievement of KPI's</li> <li>Contractor Codes</li> <li>Scoping standards</li> <li>Quality standards</li> <li>Customer requirements</li> <li>Requirements of the work</li> <li>Completion of responsive work</li> </ul> </li> <li>Monitors reporting to ensure projects are on target for completion.</li> <li>Identify trends and issues within the reports and implement customer focussed solutions.</li> <li>Liaise and work alongside the administration team.</li> <li>Address performance issues.</li> <li>Trains and supports new Area Supervisors</li> <li>Assisting with scoping to cover Delivery Supervisors, when on leave or during busy periods of work</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that team meets its agreed KPI's and tasks</li> <li>Ensures team has adequate knowledge of the codes and scoping standards</li> <li>Quality standards meet</li> </ul>

## Key Internal External Working Relationships

The role will call on strong interpersonal skills to interface with other internal departments as necessary, to provide answers for our customers.  
In addition to key relationships within the department, the incumbent is also required to form key partnerships internally.

## Key Competencies

Skill & Technical Competencies	<ul style="list-style-type: none"> <li>• Construction industry qualification or significant proven experience in the building industry desirable, but not essential</li> <li>• Good general understanding of the trades involved in residential property maintenance allowing effective management of in-house and subcontracted trades people</li> <li>• Good writing skills, able to efficiently and accurately complete daily site report forms and weekly status reports</li> <li>• Proficient in Microsoft Office applications</li> <li>• Familiar with and comfortable using electronic technology such as handheld data collection devices for scoping work</li> <li>• Working understanding of the principals of Quality Management Systems and Auditing process</li> <li>• Strong customer service focus</li> <li>• Able to work well when under pressure of completion deadlines</li> <li>• Proven time management, organisation and people management skills</li> <li>• Superior interpersonal skills including tactfulness, diplomacy, and persuasiveness</li> <li>• Positive attitude with a high energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities</li> <li>• Resourceful, well-organised, highly dependable, efficient and detail oriented</li> <li>• Creative problem-solving skills</li> <li>• Valid driver's license and good driving record</li> <li>• Sound understanding of NZ Health and Safety legislation</li> </ul>
Behaviour Competencies	<p><b>Service Excellence</b></p> <ul style="list-style-type: none"> <li>• Demonstrated Service Excellence Orientation</li> </ul> <p><b>Working Together</b></p> <ul style="list-style-type: none"> <li>• Contributes towards and encourages our people to think and behave in ways that meets common goal</li> <li>• Has a clear understanding and supports divisional business priorities</li> </ul> <p><b>Administrative Efficiency</b></p> <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Accurate with strong attention to detail</li> <li>• Organisational skills</li> <li>• Process driven</li> </ul> <p><b>Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Ability to manage and motivate yourself to deliver results</li> <li>• Initiative, enthusiasm and ability to work without direct supervision</li> <li>• Conflict resolution and negotiation</li> <li>• Well-developed and proven judgement and problem-solving skills</li> <li>• Reputation for reliability and honesty</li> </ul> <p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• Excellent Time management</li> <li>• Able to work well when under pressure of completion deadlines</li> </ul> <p><b>Understanding Switched On</b></p> <ul style="list-style-type: none"> <li>• Understands our group of companies, our objectives, partners, customers, systems and processes and the opportunities for sales. They incorporate and understand the values of Switched On by focusing on the development of our business with capability attraction and retention from a commercial perspective</li> </ul>