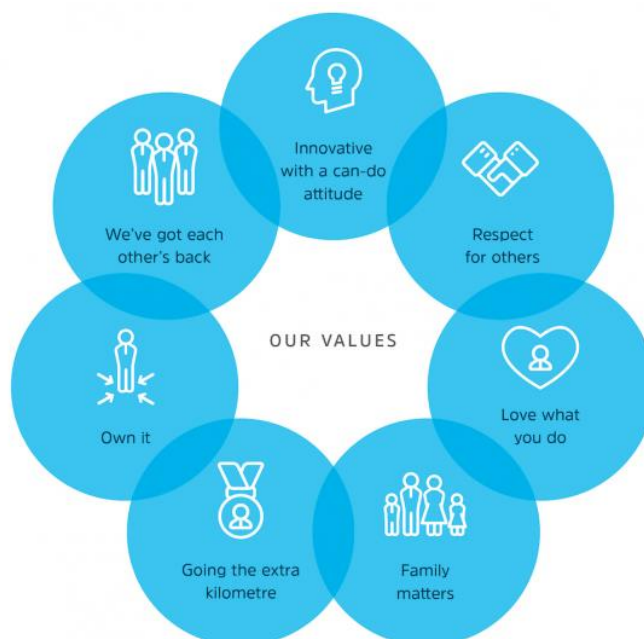


Draft Position Description

Position:	Delivery Manager – Healthy Homes
Reports to:	Service Manager Northern
Location:	Hastings – But roaming across the region
Group:	Switched On Housing
Direct Reports:	

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	The Delivery Manager is fully accountable and responsible for all Work Order management, including the scoping, supervising, payment and administration activities.	
Values	Demonstrates Switched On' values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers	<ul style="list-style-type: none"> • Adherence to the Switched On Values
Professional Development	Undertakes professional development required to meet expectations of role	<ul style="list-style-type: none"> • Consistent with 1:1 and annual milestone achievements • BHAG goals achieved
People Leadership	<p>Through leading and inspiring a team is passionate about the growth of themselves and others as leaders</p> <ul style="list-style-type: none"> • Demonstrates strong ethical and moral standards • Provides goals and objectives with guidelines to team • Inspires Learning & Development of self and others • Nurtures Growth • Calm under pressure, works to deescalate not escalate in times of stress, crisis and pressure. 	<ul style="list-style-type: none"> • Has high ethical and moral standards • Demonstrates professional constructive communication between individuals and management • Ensures individual team member behaviours are aligned to organisational values • Provides efficient and targeted goal objective setting with guidelines & direction to team • Has the proven ability to influence change • Is open to new ideas & approaches • Provides safety for trial and error and adopts a fail fast approach • Is committed to ongoing training and development • Helps team and self-grow into a next-generation leader • Able to manage self and be a calm influence to the team
Soft Skill Application	<ul style="list-style-type: none"> • Manages time & resources appropriately to ensure that all simultaneous projects are delivered on time. • Communicates both internally and externally relies on their written & verbal communication skills to reach the desired outcome. • Thrives in a changing environment and embraces the use of technology as an enabler to allow them to be more productive. • Promotes collaboration of ideas within business departments to ensure cross functional delivery 	<ul style="list-style-type: none"> • Successfully manages multiple projects at the same time to deadline. • Uses written and oral communication to successfully communicate with customers & Kāinga Ora • Adapts well to change • Embraces technology as an enabler of productivity • Ensures all right people in the room for all interactions to increase productivity.

Delivery	<ul style="list-style-type: none"> Working with the Procurement and Trade Services Team, ensures ongoing capacity of trades, and trade types, to ensure all work programmes are delivered across all regions/areas, to Kāinga Ora Specifications and Standards while achieving high levels of customer satisfaction. Lead and manage the Supervisors, Customer Coordinators, Planners, Trades Personnel and Sub-contractors in the delivery of the Services Daily on-the-job monitoring and oversight of the planning and coordination of maintenance and repair activities undertaken by Sub-contractors and their workers 	<ul style="list-style-type: none"> Management of the trade resource to deliver the agreed programme phasing throughout the region Ensures induction of all trade personnel and employees Ensure all administrative functions related to work order management are processed accurately, efficiently and promptly and communicated to Kāinga Ora via agreed platforms and in agreed timeframes Manage all documentation that relates to the receipt, dispatch, monitoring, payment and close out of all works orders and ensure this is communicated to Kāinga Ora through agreed platforms, within agreed timeframes and with appropriate controls Scheduling and monitoring of all work to be undertaken and the inspection of supervised work in progress and upon completion.
Customer Satisfaction	<ul style="list-style-type: none"> Working in conjunction with the Customer Experience Manager ensure continuous improvement of processes, down to trade level, to drive efficiency and customer satisfaction. Adopt a process approach to the development and implementation of an improved service delivery model and enhanced customer satisfaction. Implement a program of quality planning that acts upon feedback from our customers and changing customer requirements. 	<ul style="list-style-type: none"> Working with the CX Manager Develops a flexible strategic customer-centric service delivery model. Actively review customer satisfaction results to identify trends and manage and implement a plan to improve these results. Ensure that areas identified for improvement have plans developed and implemented throughout the Region and report on the same across the management, supervision and trade levels.
Maintaining Key Relationships	<ul style="list-style-type: none"> Holding the key relationships with Kāinga Ora and trades for work order management and acting as a first point of contact for relevant communications. Liaising with Kāinga Ora as required, facilitating the performance of the service of work, including establishing and reviewing work plans, liaising with third parties, invoicing third parties and other matters as required. 	<ul style="list-style-type: none"> Establish and maintain communication processes to support collaborative partnerships with Kāinga Ora and stakeholders, including NSA's and regulatory bodies Report both formally and informally on performance to Kāinga Ora at the appropriate level and agreed frequency and maintain open and collaborative communication with all stakeholders. Ensure appropriate and effective communication amongst Kāinga Ora, Customers, employees and Sub-contractors, at appropriate levels and frequency, in the delivery of maintenance service.
Training	<ul style="list-style-type: none"> Working with the Learning & Development coordinator to ensuring appropriate training is in place and is effective to adhere to Kāinga Ora 	<ul style="list-style-type: none"> Delivery of training and ongoing support for all team members, Sub-contractors, trades and relevant supplier staff Assess the application of compliance, training and qualifications of staff

	<p>Standards, policies and scoping guidelines.</p> <ul style="list-style-type: none"> Implement a resource management system to assess and evaluate the competencies of the people and trades to ensure they have the skills and capabilities to support Kāinga Ora objectives. 	<p>delivering the Trades Services and develop training matrix to ensure on-going compliance.</p>
Evaluation	<ul style="list-style-type: none"> Identifying areas for improvement of trade capacity and work order management, through KPI results. Trend analysis and reporting to influence outcomes through pro-active identification of issues and risks. 	<ul style="list-style-type: none"> In conjunction with the Trade and Quality teams analyse and report on the performance of the Sub-contractors in the delivery of the Services
Health & Safety	<ul style="list-style-type: none"> Champion Health & Safety Team to ensure that Policy and processes become part of daily practice. 	<ul style="list-style-type: none"> Customers kept safe All Hazards Identified and Mitigated Actively report Incidents and Accidents within 24 hours of occurrence Known as a role model at Switched On for promoting a positive attitude to safety not just for self but for others too. No Serious Harm Injuries Actively seek out and pursue health and safety improvements

Key Competencies

Skill / Technical Competencies	<ul style="list-style-type: none"> Construction industry qualification or significant proven experience in the building industry desirable, but not essential Good general understanding of the trades involved in residential property maintenance allowing effective management of in-house and subcontracted trades people Excellent writing skills, able to efficiently and accurately complete daily site report forms and weekly status reports Proficient in Microsoft Office applications Familiar with and comfortable using electronic technology such as handheld data collection devices for scoping work Working understanding of the principals of Quality Management Systems and Auditing process Strong customer service focus Able to work well when under pressure of completion deadlines Proven time management, organisation and people management skills Superior interpersonal skills including tactfulness, diplomacy, and persuasiveness Positive attitude with a high energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities Resourceful, well-organised, highly dependable, efficient and detail oriented Creative problem-solving skills Sound understanding of NZ Health and Safety legislation
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