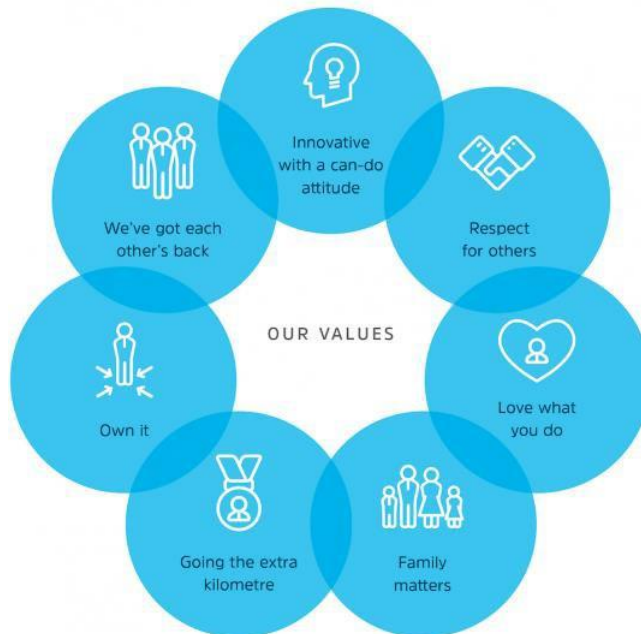


# DRAFT Position Description

|                 |                                     |
|-----------------|-------------------------------------|
| Position:       | Delivery Supervisor – Healthy Homes |
| Reports to:     | Delivery Lead                       |
| Location:       | Nelson                              |
| Group:          | Switched On Housing                 |
| Direct Reports: | Nil                                 |

Values:



|                             |  |
|-----------------------------|--|
| Financial Authority to Act: | Financial Authority – No budget accountability other than management of company resources, including plant and vehicles<br>Co-ordination of external subcontractors  |
| Decision Authority to Act:  | Financial delegation on contract expenditure (Variations) up to \$100<br>Make recommendations to the Trade Services Manager regarding hiring (and terminating) subcontractors in alignment workload demand and contactor performance |

## 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 Supervisor is fully responsible for the Healthy Homes Programme on-site coordination and project management of Switched On Housing’s trade resources to ensure that the work carried out for Kāinga Ora is performed in a timely, safe and efficient way, whilst also taking into consideration the requirements of the customer.   |   |
| Values                   | Demonstrates Switched On’ values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers  | <ul style="list-style-type: none"> <li>Adherence to the Switched On Values</li> </ul>   |
| Professional Development | Undertakes professional development required to meet expectations of role  | <ul style="list-style-type: none"> <li>Consistent with 1:1 and annual milestone achievements</li> <li>BHAG goals achieved</li> </ul>  |
| Soft Skill Application   | <ul style="list-style-type: none"> <li>Manages time &amp; resources appropriately to ensure that all simultaneous projects are delivered on time.</li> <li>Communicates appropriately both internally and externally</li> <li>Relies on their written &amp; verbal communication skills to reach the desired outcome while building and maintaining positive relationships with stakeholders</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 customers, Subcontractors, other employees &amp; Kāinga Ora</li> <li>Builds and maintains positive stakeholder relationships</li> <li>Adapts well to change</li> <li>Embraces technology as an enabler of productivity</li> </ul>               |
| Customer Experience      | Representing Switched On Housing together with Kāinga Ora to ensure that our wider team deliver positive customer experience in the homes & communities that we serve.   | <ul style="list-style-type: none"> <li>Positive feedback from customers</li> <li>Positive feedback from Kāinga Ora</li> </ul>   |
| Health & Safety          | Championing the Health & Safety Team to ensure that correct policies and processes become part of daily practice,  | <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> |

## Project Management

|                                   |   |   |
|-----------------------------------|---|---|
|                                   | <ul style="list-style-type: none"> <li>• Project Managing the delivery, compliance, Health and Safety, quality and environmental requirements of all site works</li> <li>• Exhibits performance driven behaviours to get the best outcome for the customer.</li> <li>• Delivers a first-time fix of the desired outcome for the customer.</li> <li>• Key issues are escalated in line with expectations.</li> </ul>   | <ul style="list-style-type: none"> <li>• Projects delivered on time and to specification.</li> <li>• Drives to deliver Kāinga Ora KPI's</li> </ul>  |
| <b>Scoping</b>                    | Carrying out the scoping of work inline with scoping guidelines and Kāinga Ora Amenities Condition Manual.  | <ul style="list-style-type: none"> <li>• Agreed number of scopes completed as requested</li> <li>• Accuracy of scoping is acceptable to Kāinga Ora as measured by Switched On &amp; Kāinga Ora audits</li> </ul>              |
| <b>Contractor site management</b> | <p>All work is completed in accordance within the timeframes agreed with Kāinga Ora</p> <ul style="list-style-type: none"> <li>• Carry out daily supervision of trade teams to ensure people are complying with the requirements of all our contract plans</li> <li>• Site records of daily supervision are up-to-date and accurate</li> <li>• Kāinga Ora and Switched On audit results show that we are meeting the performance standards required in the contract</li> <li>• Site Inspection forms filed &amp; Corrective Action Requests (CAR's) established where required</li> <li>• In-house QA &amp; Kāinga Ora performance audit results show that all "signed off" work complies with scope and standards</li> </ul> | <ul style="list-style-type: none"> <li>• Subcontractors on site when required</li> <li>• Team feel empowered to speak up against Health and Safety non-compliance when they see it</li> <li>• Kāinga Ora KPI's met</li> </ul> |
| <b>Variations</b>                 | Negotiate & approve any scope variations with Kāinga Ora & Subcontractors   | <ul style="list-style-type: none"> <li>• Kāinga Ora pays all variation claims without dispute</li> <li>• VO's are managed in a timely manner, to procedure, and does not delay invoicing or contractor payments</li> </ul>    |
| <b>Quality Audit</b>              | Co-operate with and accommodate the Switched On and Kāinga Ora Quality Audit teams during their performance audits and promptly manage the completion and close out of any remedial works required  | <ul style="list-style-type: none"> <li>• All remedial work completed to standard and on time</li> <li>• Effective working relationship with our QA team</li> <li>• Audits are completed in a timely manner</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 /<br>Technical<br>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<br>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> |