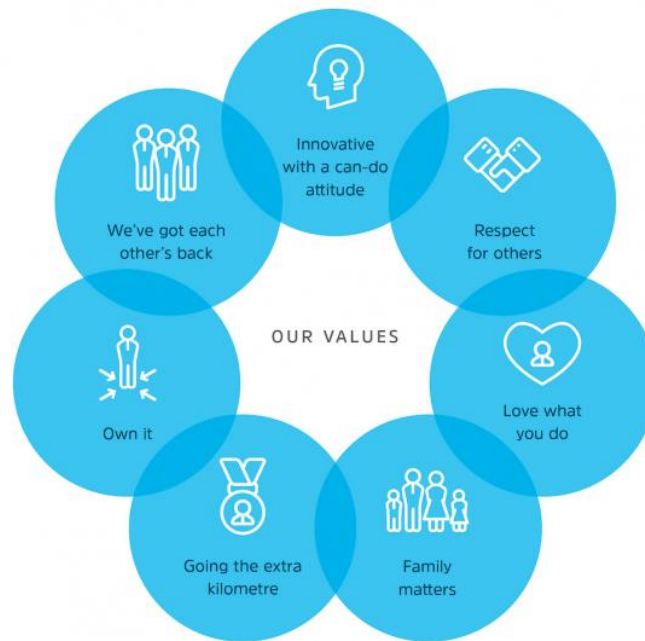


DRAFT Position Description

Position:	Trades Liaison
Reports to:	Procurement & Supply Chain Manager
Location:	Palmerston North
Group:	Switched On Housing Limited
Direct Reports:	Nil

Values:



Financial Authority to Act:	Nil
Decision Authority to Act:	Nil

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
Values	Demonstrates Switched On' values daily and is passionate about Enhancing Environments.	<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
Become fully conversant with the functionality and use of the Switched On Work Management system and how it interfaces with Kainga Ora and our subcontractors	<ul style="list-style-type: none"> Demonstration of familiarity through regular discussions with manager Achieves status of mentor during induction of new compliance staff Understanding the Switched On subcontractor work force, the specific trade skills of each, which locations they work in, and the standard of work required 	<ul style="list-style-type: none"> All inductions completed in a timely manner Manage and compiling of required Contractor related information to mitigate risk.
Administration Duties / Trade Services	<ul style="list-style-type: none"> Answering phone and email correspondence, ensuring that follow up requirements are actioned Word Processing Creating spreadsheets and presentations Filing / scanning of documents Review Switched On Contract Management paperwork to test for accuracy and completeness Daily reviews completed and recorded on time Any other Administrative duty as deemed necessary by management. 	
Planned Activities – Compliance / Trade Services	<ul style="list-style-type: none"> Assist with monitoring and arranging of Switched On's regular planned activity – known internally as calendar items Assist with arranging and coordinating internal and trade meetings Assist with and ensure accurate discussion record keeping as required with Managers 	
Quality Check KPI's	<ul style="list-style-type: none"> Timely and accurate report of audit responses Monitoring against KPI expectations and guidance to Compliance Officers 	
Corrective Actions	<ul style="list-style-type: none"> Assist as required on escalated trade related issues and ensure timely processing and record keeping of all corrective action documents where required. Assists if requested by management to ensure timely reporting and coordination to ensure completion meets KPI expectations 	

Trade Services – Kainga Ora Trade Management Plan	<ul style="list-style-type: none"> Records of training / mentoring are up to date and accurate as per plan Positive feedback from subcontractors Quality of service delivered by subcontractors continually improving
Trade Services – Induction Process	<ul style="list-style-type: none"> Working closely with the Procurement & Supply Chain Manager, ensure timely processing and record keeping of subcontractor contracts (and associated documents), ID cards and induction records Arranging and co-ordinating induction sessions Facilitates the onboarding process by ensuring new and existing trade base has sufficient skill to understand and use software packages as required.
Health and Safety	<ul style="list-style-type: none"> Champion Health and Safety to ensure the Policy and processes become part of daily practice All Switched On Health and Safety policies and procedures are adhered to Health and safety priority to ensure self and others work safely. Demonstrates and promotes positive attitude to safety, in line with Switched On health and safety policies and procedures Actively seek out and pursue health and safety improvements Actively report Incidents and Accidents within 24 hours of occurrence Actively manage hazards and risks

Key Competencies

Skill / Technical Competencies	<ul style="list-style-type: none"> Minimum 3 years experience working in office administration environment Excellent computer skills with knowledge of data management software as well as Excel spread sheets Proven and strong ability to drive and deliver Ability to use initiative Experience in, or good general understanding of the trades involved in residential property maintenance allowing effective management of in-house and subcontracted trades people Clear verbal communication skills (Telephone and F2F). Works as part of team, consulting, providing feedback, sharing knowledge, working to meet common goal Strong outcome and customer service ethic Able to work well when under pressure of completion deadlines 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 Valid driver's license and good driving record
--------------------------------------	--

Behaviour
Competencies

Service Excellence

- Demonstrated Service Excellence Orientation

Working Together

- Contributes towards and encourages our people to think and behave in ways that meets common goal
- Has a clear understanding and supports divisional business priorities

Administrative Efficiency

- Strong written and verbal communication skills
- Accurate with strong attention to detail
- Organisational skills
- Process driven

Personal Effectiveness

- Ability to manage and motivate yourself to deliver results
- Initiative, enthusiasm and ability to work without direct supervision
- Conflict resolution and negotiation
- Well-developed and proven judgement and problem-solving skills
- Reputation for reliability and honesty

Planning and Organising

- Excellent Time management
- Able to work well when under pressure of completion deadlines

Understanding Switched On

- Understands our group of companies, our objectives, partners, customers, systems and processes and the opportunities for sales. They incorporate and understand the purpose and values of Switched On by focusing on the development of our business every day.