



POSITION DESCRIPTION

Operations Coordinator (Site, Buildings & Maintenance)

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES

Manaakitanga – Whanaungatanga – Kaitiakitanga

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position reports to:

Operations Manager

Direct reports to position:

Nil

Key Relationships (Internal):

Visitor Experience team; Food & Beverage team; All other Te Puia staff & Management.

Key Relationships (External):

Service providers; External contractors; Goods suppliers; Manuhiri and key stakeholders

Purpose of position:

To take a proactive, hands-on approach in maintaining and improving the site's buildings and facilities. The role involves performing essential maintenance tasks, ensuring the site is safe and presentable for visitors, and supporting the Operations Manager in executing day-to-day operational needs.

Primary Duties & Responsibilities

Hands-On Maintenance:

- Perform carpentry, minor repairs, and general handyman tasks across the site.
- Conduct routine and preventive maintenance on buildings, facilities, and equipment.

- Manage and maintain records for equipment, including service requirements and warranties.
- Ensure all infrastructure is developed and renovated to meet high standards of safety and functionality.
- Oversee and directly engage in the upkeep of Te Puia's gardens, nature tracks, and native flora.

Site Operations:

- Coordinate daily site operations, ensuring efficient scheduling and resource allocation.
- Implement and regularly update maintenance policies, procedures, and SOPs.
- Ensure compliance with the Building Warrant of Fitness and other legal requirements.
- Conduct daily toolbox meetings, focusing on workload distribution and health & safety briefings.

Event Support:

- Support event setup, execution and cleanup.
- Participate in weekly event meetings to understand requirements.

Pre-Opening Readiness:

- Ensure the site is safe and clean for visitors each day, including site checks, rubbish removal, and cleaning of public areas.

Key Performance Indicators

Efficiency and Cost-Effectiveness

- Ensure maintenance tasks are carried out efficiently, minimizing downtime and costs.

Health & Safety

- Comply with all health and safety standards, achieving key performance indicators, and ensuring team compliance with relevant legislation.

Te Ao Hou (LEAN) and Productivity

- Enhance visitor experience and reduce operational waste.

Communication and Teamwork

- Maintain a supportive environment and communicate professionally with all stakeholders.

Leadership and Development

- Create and engage in a strategic vision for the team, build team capability, and pursue personal development.

Person Specifications

- Extensive hands-on experience in carpentry, maintenance, and handyman tasks.
- Strong practical skills in construction, equipment management, and health & safety compliance.
- Proven ability to manage time effectively and prioritize tasks.
- Flexibility to work evenings and weekends as required.
- Positive attitude and alignment with Te Puia's values of Manaakitanga, Whanaungatanga, and Kaitiakitanga.
- Physically fit.
- Proven staff management experience with high-performance standards.

- Knowledge of Rotorua’s geothermal environment and the required standards for longevity in building outcomes.
- Computer literate with skills in report writing, job sheets, Outlook, Excel, BMS, and equipment management systems.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Name: _____

Signed: _____

Date: _____