

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of Mātauranga Māori, te Reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

Tūranga / Position:	Assistant - Operations & Maintenance	
Uepū / Wāhanga / Department:	Rangatahua / Operations	
Takiwā / Rohe / District:	As per Letter of Offer	
Wāhi Mahi / Location:	As per Letter of Offer	
Reports to:	Manager - Operations	
Whakatau ki / Direct reports:	n/a	
Indirect Reports:	n/a	
Māka Pūtea / Salary Grade:	Level 4, Allied	
Wā Roanga / Tenure:	As per Letter of Offer	
Key Relationships:	Internal:	All Te Wānanga o Aotearoa (TWoA) kaimahi
	External:	- External contractors and suppliers - Tauira, iwi, hapū and whānau - Service providers/suppliers (e.g. electrical, plumbing, security, cleaning)

Pūtake Tūranga / Role Purpose

The purpose of the Assistant – Operations and Maintenance is to provide the effective facilitation, optimisation, and delivery of facilities and operational services across campus sites, ensuring environments are safe, compliant, fit-for-purpose, and aligned to organisational standards and expectations.

The role will support the Operations Manager to deliver end-to-end facilitation of maintenance delivery, contractor delivery, site presentation, and operational efficiency, balancing reactive service delivery with proactive planning, improvement, and risk management.

This position actively contributes to enhancing campus experiences for tauira, kaimahi, and manuhiri, through consistent standards, data-informed decision making, and continuous improvement of facilities operations.

Key Responsibilities	Deliverables / Accountabilities
Facilities Operations & Maintenance	- Facilitate and monitor delivery of all reactive and planned maintenance activities across assigned sites. - In conjunction with Manager – Operations prioritise and sequence maintenance work based on risk, impact, service levels, and operational requirements. - In conjunction with Manager -Operations develop and maintain site-based preventative maintenance schedules, ensuring proactive management of asset condition and lifecycle. - Assess maintenance issues and report to Manager – Operations to determine appropriate response pathways (self-delivery vs contractor vs escalation). - Ensure facilities are maintained to defined standards of safety, functionality, and presentation.
Campus Operations & Environment Optimisation	- Liaise with Fleet Admin to take vehicles for routine servicing and maintenance with approved supplier. - Ensure all fleet vehicles are delivered and received back from routine and ad hoc servicing, repairs and maintenance. - Take ownership for overall site presentation, functionality, and readiness. - Coordinate and action requested activities such as: - o Campus reconfigurations and space utilisation - o Grounds and external environment standards - o Fleet coordination and operational readiness - Ensure operational alignment as required by Manager - Operations across facilities, logistics, and asset use to support learning delivery. - Ensure resources, tools, and assets are stored, logged, and used appropriately. - Action the grounds maintenance with rubbish and litter removed and gardens maintained according to the work schedule. - Monitor and report to Manager - Operations the mowing of campus/site lawns to ensure the task is completed according to the standards detailed in the contractor agreement.

Key Responsibilities	Deliverables / Accountabilities
	- Facilitate storage operations, including but not limited to, receipt of assets, equipment and resource storage, and resource/asset allocation and distribution as required by Manager - Operations.
Contractor and Supplier Coordination	- In conjunction with Manager - Operations facilitate day-to-day contractor engagement. - Provide input into contractor selection, performance feedback, and continuous improvement as requested by Manager - Operations. - Identify inefficiencies or gaps in service delivery and recommend improvements to Manager - Operations.
Asset, Resource and Inventory Oversight	- Maintain visibility and oversight of assets, equipment, and facilities resources. - Implement and monitor storage, distribution, and utilisation practices. - Identify opportunities to improve asset utilisation, lifecycle management, and cost efficiency.
Administration and Reporting	- Ensure all documentation is completed and actioned in accordance with policies and procedures. - Log maintenance requests, actions taken, and completion updates in relevant systems. - Maintain accurate records of all maintenance and operational activities within systems. - Contribute to continuous improvement initiatives across facilities and operations.
Stakeholder Engagement and Service Delivery	- Act as a key operational contact for kaimahi and stakeholders regarding facility's needs. - In conjunction with Manager – Operations communicate clearly with kaimahi and stakeholders regarding maintenance progress and outcomes. - Build strong working relationships to ensure trusted and responsive service delivery.
Driving for Business Performance:	- Accountable for task completion and quality. - Sets clear direction for self.

Key Responsibilities	Deliverables / Accountabilities
	- Seeks own development and takes accountability. - Provides feedback and builds trust. - Contributes to team capability and cohesion.
Financial Responsibility	- Uses resources responsibly. - Understands cost implications.
Problem Solving Requirements including but not limited to:	- Makes task decisions within role scope. - Escalates complex, strategic or people-related issues. - Follows established processes.
Kaupapa Matua Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our Wānanga. There is therefore an expectation that kaimahi will follow and work by these guiding principles.	- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions are aligned with Te Wānanga o Aotearoa leaders. - Ngā Uara are applied in a manner that protects the mana of Te Wānanga o Aotearoa, leadership peers and kaimahi
Communications and Relationship Management Effectively builds and maintains relationships that uphold the reputation and mana of Te Wānanga o Aotearoa	- Communication style and frequency support internal and external contact with stakeholders.
Information Management Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.	- Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere. - Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.
Health and Safety Uphold and comply with the Health and Safety at Work Act 2015. Demonstrate a commitment to	- Report potential risks, incidents and near misses so the organisation can investigate, and eliminate or minimise harm or risk of harm, in accordance with TWoA Health and Safety policies and procedures. - Use tools, equipment, and vehicles safely and appropriately.



Key Responsibilities	Deliverables / Accountabilities
Te Wānanga o Aotearoa health and safety policies and procedures and take reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety and well-being of others.	- Promote personal and team wellbeing. - Recognise and actively manages stress.
Other Duties	- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.
The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them. The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.	

Person specification

Qualifications:	- Full NZ Drivers Licence (Class 1). - Trade or facilities-related qualification (desirable) or equivalent practical experience in a facilities, maintenance, or property coordination and support role.
Essential Experience and Skills:	- Demonstrated experience in facilities, maintenance, or operational coordination roles with demonstrated ownership of outcomes including using small machinery and minor equipment safely (e.g. water blaster, drills). - Ability to plan, prioritise, respond to changing demands, and coordinate multiple workstreams across sites. - Experience working with and overseeing contractors or service providers. - Strong working knowledge of health and safety practices in operational environments. - Confidence in using systems for tracking, reporting, and improving service delivery. - Practical ability to carry out basic repairs, maintenance, and manual tasks safely and efficiently. - Ability and capability to move, lift or manoeuvre light to moderately heavy objects safely (up to 20kg). - Excellent skills implementing work plans. - Good communication skills and the ability to build positive working relationships.
Āhuatanga Māori	- Demonstrated commitment to participating fully in cultural activities (e.g., pōwhiri / karakia /Te Whāriki) and exemplify Māori values. - Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour. - Te Kaupapa Mātua is understood and applied to mahi and relationships.
Essential Attributes:	Critical Thinking and Strategic/Planning Contribution - Understands organisation's purpose. - Can articulate how their role contributes to organisational goals.



	- Contributes ideas. Understands how tasks relate to wider goals. Financial Responsibility - Uses resources responsibly. - Understands cost implications. Digital & Technology Fluency, Adoption & Modernisation - Uses basic digital tools. Innovation & Continuous Improvement - Suggests improvements, demonstrates initiatives and is proactive. - Adapts practices.
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