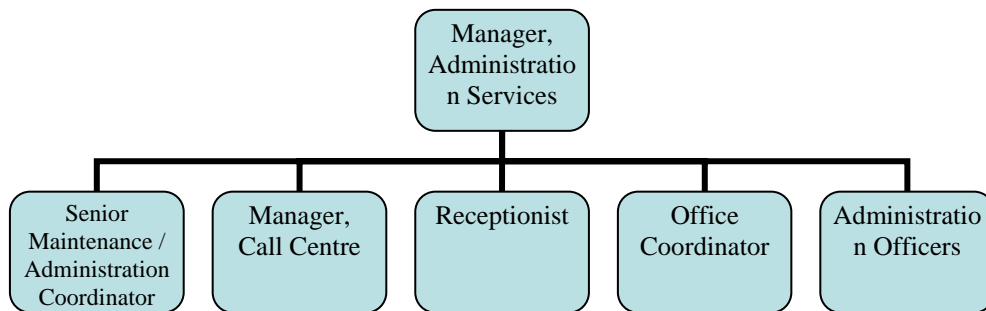


**NZQA**  
**JOB DESCRIPTION**

Job Title:	<u>Senior Maintenance / Administration Coordinator</u>
Business Unit:	<u>Administration Services</u>
Responsible to:	<u>Manager, Administration Services</u>
Responsible for:	<u>0</u> staff members and functions as per Chart below
Grade:	<u>TBC</u>
Date:	<u>October 2009</u>

**ORGANISATION CONTEXT**



**1. PURPOSE OF JOB**

The Senior Maintenance / Administration Coordinator performs a wide variety of general and preventive maintenance and repair work.

**KEY DUTIES AND RESPONSIBILITIES:**

- Project manage and coordinate the construction, alteration, preparation, painting and repair to structures made of wood, plaster, concrete;
- Coordinate the construction of cabinets, tables, shelves and other types of furniture;
- Manage the installation, repair and maintenance;
- Plan for the implementation of an accident prevention programme, such as securing furniture to ensure it is earthquake proof;
- Develop and implement projects specifications for repairs and maintenance programme;
- Negotiate, research, and purchase with suppliers;
- Manage inventories of equipment, parts, chemicals and supplies;
- Project manage internal relocations and emergency calls for repairs and services;
- Responsibility for all work undertaken is compliant with various legislation and the terms and conditions of NZQA's lease obligations; and
- Ensure quality of service is consistent with NZQA's Client Charter and Values.

**KNOWLEDGE OF:**

Broad knowledge of standard practices and procedures of construction trades such as carpentry and painting, including:

- materials and tools;
- relevant code and legislation requirements;
- methods and practices followed in the maintenance of tools, machinery, and equipment; and
- safety precautions to be observed in the maintenance and installation furniture and office equipment.

**OTHER DUTIES:**

Other Senior Administration duties are required as follows:

- Maintaining appropriate service and repair records;
- Managing the allocation of tasks for maintenance/relocation projects;
- Reviewing and planning for the annual maintenance programme; and
- Managing/monitoring project progress and costs to ensure that projects are delivered on time and within budget.

As part of a team, the work will include the evaluation of materials, documentation and business processes, provision of specialist advice, project work as directed, and other specialist work depending on the individual business unit's requirements.

The role includes administrative tasks, including financial accruals, claims and budgets, internal and external customer enquiries, general team and unit support functions, and the coaching and mentoring of other staff within the unit.

**2. OUTCOMES OR KEY RESULT AREA: (KRA)**

<b>Jobholder is Accountable For</b>	<b>Jobholder is Successful When</b>
<p><b><u>KRA 1: Service Delivery</u></b></p> <ul style="list-style-type: none"><li>• Maintaining appropriate service and repair records;</li><li>• Managing the allocation of tasks for maintenance/relocation projects;</li><li>• Reviewing and planning for the annual maintenance programme; and</li><li>• Managing/monitoring project progress and costs to ensure that projects are delivered on time and within budget.</li></ul>	<ul style="list-style-type: none"><li>• Timely and professional delivery</li><li>• High level of service is provided to both internal and external customers</li><li>• Timelines are met as agreed</li></ul>

<p><b><u>KRA 2: Planning and Maintenance</u></b></p> <ul style="list-style-type: none"> <li>• Planning for the implementation of an accident prevention programme such as securing furniture to ensure it is earthquake proof;</li> <li>• Develop and implement project specifications for repairs and maintenance programme;</li> <li>• Negotiate, research, and purchase with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and professional delivery</li> <li>• Ensure compliance with appropriate legislation and the terms and conditions of NZQA’s lease obligations</li> <li>• Timelines are met as agreed and all information is processed in an accurate and timely manner</li> </ul>
<p><b><u>KRA 3: Project Implementation</u></b></p> <ul style="list-style-type: none"> <li>• Evaluate business requirements and make recommendations for upgrades, improvements, and/or changes to Manager, Administration Services</li> <li>• Annual/Quarterly business proposals on maintenance programme provided to the Manager, Administration Services</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and professional delivery</li> <li>• High level of service is provided to both internal and external customers</li> <li>• Timelines are met as agreed</li> </ul>
<p><b><u>KRA 3: Other Senior Administration Delivery</u></b></p> <ul style="list-style-type: none"> <li>• Undertake administration project work as directed by the Manager, Administration Services</li> <li>• Evaluate and monitor material and documentation relevant to the unit</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and professional delivery</li> <li>• High level of service is provided to both internal and external customers</li> <li>• Timelines are met as agreed</li> </ul>

### **3. FUNCTIONAL RELATIONSHIPS AND NATURE OF CONTACTS**

<b>Key Contacts</b>	<b>Nature of Contact - Most Typical</b>
<b><i>Internal</i></b> <ul style="list-style-type: none"> <li>All NZQA staff including the Auckland Office.</li> </ul>	
<b><i>External</i></b> <ul style="list-style-type: none"> <li>NZQA trade suppliers</li> </ul>	

### **4. PERSON SPECIFICATION**

#### **Qualifications**

<b>Essential:</b>	<b>Desirable:</b>
Trade Certificate Qualification equivalent to Level 5 of the National Qualifications Framework	Trade Certificate in Carpentry

#### **Knowledge / Experience**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>4/5 years experience in general and preventive maintenance and repair work</li> <li>Broad knowledge of standard practices and procedures of construction trades such as carpentry and painting</li> <li>Experience in logging and following up on customer enquiries</li> <li>A detailed understanding of, and successful experience in using office and administrative systems</li> <li>The ability to manage project related activities</li> <li>The provision of high level technical support experience in specific work areas</li> <li>Computer and word processing skills using MS Office (Word, Excel and PowerPoint)</li> <li>The ability to effectively organise and prioritise tasks</li> <li>Self management skills and the ability to work well in a service delivery-oriented environment, and to work effectively under pressure</li> <li>The ability to develop and maintain effective working relationships</li> <li>Effective written and oral communication skills</li> <li>Some experience in the supervision, coaching and mentoring of others</li> </ul>	

**Key / Specialist Skills or Attributes**

	Integrity, initiative, confidence, and self-motivation
	A courteous and efficient telephone manner
	A commitment to client service and quality, and a meticulous approach to work
	A commitment to the understanding of and sensitivity to equity issues and the Treaty of Waitangi
	A 'can do' attitude and willingness to take on a variety of tasks
	A strong customer service ethic, with helpfulness and flexibility
	Enjoy working as part of a team
	Ability to handle sensitive and confidential information
	Ability to adapt and work well in a changing work environment.