

Role Title	Assistant Project Manager - Residential
Reports to	Project Manager - Residential
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> - A close working relationship with the Whai Rawa Residential team, Whai Rawa Management team - Eastcliffe Management - Whai Maia Management and Whai Maia Tenancy Management team - Ngāti Whātua Ōrākei Tenants - Intern <p>External</p> <ul style="list-style-type: none"> - Whai Rawa Suppliers and Professional advisors - Contractors, General Public
Purpose	
<p>The Assistant Project Manager – Residential will assist in effectively managing the Residential portfolio of properties, and act as a liaison for tenants, suppliers and contractors.</p> <p>The Residential portfolio currently sits at 109 properties, with the number likely to grow.</p> <p>Effective management of residential property access for project management activity, maintenance, and tenant liaison for (but not limited to):</p> <ul style="list-style-type: none"> • Kāinga Tuatahi development (30 homes) • Ōrākei Rental properties that are currently on lease to Ngāti Whātua Ōrākei Whai Maia Limited • Kitemoana Street, Watene Crescent, Reihana Street and Rowena Crescent rental properties • Current and future HNZ property acquisitions. <p>From time to time the Assistant Project Manager – Residential may be asked to:</p> <ul style="list-style-type: none"> • Undertake Property inspections • Manage documentation • Manage financial expenditure • Manage the transition of tenants in and out of our properties; and • Work in partnership with Whai Māia, staff and other support networks to support Ngāti Whātua Ōrākei whanau. • Ensure Whai Rawa has a well -functioning, health and safety system in relation to the management of the residential properties to ensure tenants, whanau, their guests, contractors and employees are given the highest level of protection from workplace health and safety risks, as is reasonable. <p>The purpose of Ngāti Whātua Ōrākei Whai Rawa Limited (WRL) is to manage and administer assets received from the Ngāti Whātua Ōrākei Trust (“the Trust”), on a prudent, commercial and profitable basis for the commercial, cultural and social</p>	

development of Ngāti Whātua Ōrākei. Over time, the size and value of the portfolio will grow.

WRL will provide for the long term sustainable financial well-being of the Trust, and in doing so follow the following overarching principles (Ngā Mātāpono):

- (a) **Tino Rangatiratanga (self-determination):** WRL will support the hapū to be financially strong;
- (b) **Rangatiratanga (leadership):** WRL will demonstrate strong leadership, good governance, transparent decision making and cohesiveness to represent and serve in a manner that exemplifies unity and mutual respect;
- (c) **Manaakitanga (care & host responsibility):** WRL will provide for active involvements in various host relationships within the wider community;
- (d) **Kaitiakitanga (guardianship):** WRL will safeguard and enhance the interests of land, people and resources for future generations;
- (e) **Kotahitanga (unity):** WRL will take leadership decisions aimed at fostering unity by making the collective interests its prime responsibility;
- (f) **Whanaungatanga (kinship):** WRL will involve the Trust in decision-making processes, and keep them informed of activities;
- (g) **Mana Taurite (equity):** WRL will ensure that all hapū members have equal access to opportunities as they arise; and
- (h) **Ahi kaa:** WRL will ensure the retention of land wherever possible.

Areas of Accountability

Health and safety

Whai Rawa take Health & Safety very seriously. The Assistant Project Manager – Residential will ensure that:

- Contractors are fully briefed on their Whai Rawa Health & Safety responsibilities.
- Whai Rawa sites are regularly checked and comply with Health & Safety regulations.
- Residential property Health & Safety information is recorded appropriately.
- Appropriate protocols are implemented to ensure that Health & Safety information is kept up to date
- Whai Rawa has, a well-functioning, Health & Safety system in relation to the management of its Residential properties so tenants, whanau, their guests, contractors and employees are given the highest level of protection from workplace Health & Safety risks, as is reasonable.

It is everybody's responsibility to ensure that you and other team members are aware of, and follow, company Health & Safety policies and procedures.

<p>Property Management System</p> <ul style="list-style-type: none"> • Provide support to load works orders.
<p>Property Maintenance</p> <ul style="list-style-type: none"> • Manage residential property access for project management activity of residential property projects and standard maintenance.
<p>Procurement</p> <ul style="list-style-type: none"> • Ensure that all potential contractors are provided, and understand, Whai Rawa’s Health & Safety Policies. • Adhere to the Pre-qualification process (where appropriate).
<p>Financial</p> <ul style="list-style-type: none"> • Efficiently and effectively manage any project budget established to effect plans in relation to the role. • If required <ul style="list-style-type: none"> ○ Prepare project scopes, procure contractor servicing quotes, liaise with the direct manager for approval ○ Issue purchase orders for projects and ensure timely payments are made.
<p>Strategy</p> <ul style="list-style-type: none"> • Identify and advise the Residential Asset Manager of opportunities to improve Health & Safety and Property Management systems.
<p>Other Tasks</p> <ul style="list-style-type: none"> • Answer out of hours residential maintenance enquiries which is shared by the residential team on weekly rotational basis. • Any other tasks that may reasonably be asked to complete.
<p>Qualifications, Experience & Capabilities</p>
<p>Minimum two years relevant experience.</p>
<p>Experience in property or tenancy management (desired).</p>
<p>Knowledge and understanding of (or working towards) te reo maōri and tikanga will be an advantage.</p>
<p>Experience with the NZ Health & Safety legislation and management practices would be an advantage.</p>
<p>Knowledge of the existing portfolio would be an advantage.</p>
<p>Experience with complex databases and property management systems.</p>
<p>Advanced MS applications.</p>

Excellent organisation, time management, and multi-tasking skills.
A high level of personal integrity.
Organised but flexible enough to deal with constantly shifting priorities.
Resilient – pushing back in a constructive fashion, that manages expectations.
Proven organisational skills.
Able to work independently with initiative.
Solutions-orientated approach.
Positive attitude with a willingness to provide the highest levels of internal and external service. Trustworthy and confidential.
Strong team player – able to work seamlessly with the organisation.
Adaptable to ambiguity, different environments, expectations and personalities and constant change.
Highly effective communicator.
Ability to work accurately and effectively under pressure.
Ability to take control in crisis situations, to work extended hours when required and provide administrative and secretarial support to the highest level.
Personal Attributes
Approachability. Highly competent and courteous when working with stakeholders. Communicates effectively, demonstrates enthusiasm in stakeholder interactions. Remains calm in stressful situations. Makes an extra effort to find solutions to business problems. Effective at building relationships.
Composure. Calm and relaxed under pressure. Resilient.
Organising. Enjoys engaging in multiple tasks at the same time on the job. Tendency to enjoy and do well in a job which requires tasks to be completed simultaneously.
Priority Setting/Speed & Accuracy. Identifies relevant pieces of data quickly and accurately, producing high quality work.
Time Management. Works in an organised manner. Produces quality work. Consistent in both work style and behaviour. Reliable, diligent organised and careful. Excellent time keeping, well prepared, and pays careful attention to follow up actions.
Working with Information. Demonstrates a strong ability to solve problems in the workplace. Adapts quickly to tasks that require ongoing skill acquisition and the

assimilation of information from numerous sources. Highly competent interpreting new, complex or technical information and relaying complex information to others. Uses multiple problem-solving techniques to solve complex problems.