



Tairangahia a tua whakarere; Tatakihia nga reanga o amuri ake nei
Honouring the Past; Inspiring the Future

POSITION DESCRIPTION

Job Title	Property Lead
Directorate/Team	Heritage Assets Northern /Central /Southern, Operations
Report To	Manager Heritage Assets Northern /Central /Southern
Role Purpose	The Property Lead is responsible for managing the property/properties to optimise visitor experience and increase economic returns whilst ensuring that the conservation, maintenance and collection are maintained to a high standard.
Direct Reports	Permanent, fixed-term and casual staff based at the property/properties.
Key Relationships	Internal – staff in the heritage assets team and wider regional team, organisational development team, corporate services team, volunteers. External – visitors, tourists, contractors, local tourism providers, service providers and suppliers, iwi and hapu, education sector, lessees.

Key Responsibilities

	Deliverables/Outcomes
Performance Accountability (1)	<p>Develop and market the property/properties and services provided, in order to optimise visitor experiences and increase economic returns.</p> <p>Develop the merchandising at the property in order to maximise the potential.</p> <p>Develop programmes to increase visitation and encourage repeat visitors.</p> <p>Develop and maintain relationships/partnerships with relevant tourism, business and community groups.</p>
Performance Accountability (2)	<p>Monitor the condition of the property and manage the operational repairs and maintenance.</p> <p>Oversee site work contracts as agreed with the Manager Heritage Assets in accordance with the contractual agreement between Heritage New Zealand and respective contractors.</p>

	<p>Work with the Manager Heritage Assets on major projects and ensure that appropriate advice is sought as required.</p> <p>Ensures the care and security of the property and collections items are managed in accordance with policy and guidelines</p>
Performance Accountability (3)	<p>Manage the properties in accordance with the allocated annual operational budget in strict accordance with financial policies.</p> <p>Ensure that contracts and arrangements with suppliers and users of the property are cost effective</p> <p>Liaise with the Manager Asset Funding to pursue opportunities for grants, bequests, gifts etc.</p>
Performance Accountability (4)	<p>Provide leadership to staff in a principled, positive and performance oriented manner.</p> <p>Provide performance management and professional development opportunities to property staff and volunteers within current Heritage New Zealand policies and procedures.</p>
Internal and External Relationship Management	<p>Establish and maintain positive professional relationships internally and externally (particularly with stakeholder agencies).</p>
Bi-cultural Responsiveness	<p>Ensure that the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae) are promoted.</p> <p>Have an awareness and sensitivity towards the cultural and spiritual values associated with Heritage New Zealand properties.</p>
Health and Safety	<p>Ensure all requirements of health and safety are exceeded.</p> <p>Manage contracts in accordance with the Heritage New Zealand Health and Safety Policy.</p> <p>Report any accidents or workplace incidents promptly.</p> <p>Identify and where possible eliminate or minimise hazards in the property.</p>
Organisational Policies and Procedures	<p>Establishes and maintains an understanding of the organisation's policies and procedures, and abides by them – e.g. information management, finance etc.</p>

Person specification - Essential Competencies and Attributes

Customer Service Orientation	<p>Displays a high level of commitment to meeting the needs and aspirations of Heritage New Zealand's visitors and stakeholders.</p> <p>Resolves issues in a solution focussed timely manner.</p>
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Adaptability	<p>Receptive to new ideas, willing and able to adjust to changing demands and circumstances.</p> <p>Remains calm, objective and in control in stressful situations and maintains a stable performance under pressure. Identifies fresh approaches to work to increase efficiency and effectiveness.</p> <p>A self-starter; seizes opportunities and acts upon them.</p>
Professionalism	<p>Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance.</p> <p>Sets high standards of excellence and quality of performance in both self and others.</p> <p>Is forward-thinking and committed to seeking positive heritage outcomes, pro-active approaches and innovative responses.</p> <p>Makes recommendations and decisions on appropriate information.</p>
External Relationship Building	<p>Builds and maintains positive and constructive working relationships externally.</p> <p>Achieves clear and effective two way communication with a wide range of people in all situations.</p> <p>Is respectful to the needs of the organisations customers and stakeholders.</p>
Team Relationships	<p>Fosters and exhibits a strong team spirit, as a leader and team member.</p>
Organisational Behaviours and Values	<p>Demonstrates the organisational behaviours and values.</p>

In everything we do, Heritage New Zealand Pouhere Taonga staff demonstrate the following behaviours:

- **Tairangahia – Honouring and Respectful**
- **Kotahitanga – Collaborative and Unified**
- **Tatakihia –Inspiring and Progressive**
- **Manaakitanga – Considerate, Demonstrates Integrity and Authoritative**

Desired Qualifications and Professional Experiences

Professional Experience and Credibility	<p>Experience in managing budgets and Point Of Sale systems.</p> <p>Experience in managing staff and volunteers.</p> <p>Understanding of the Health and Safety at Work Act 2015.</p>
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	<p>High level oral and written communication skills</p> <p>Proven ability to create growth and maximise revenue generating opportunities.</p> <p>Proven ability to develop and maintain internal and external relationships.</p> <p>Strong networking skills.</p>
A tertiary qualification	Desirable in a relevant discipline, such as business, management, property management, heritage conservation, tourism, marketing.