

Position



Position Title: Facilities Coordinator **Date:** August 2024
Location: Tahua HUB, Takapuna, Auckland **Reports to:** Property Operations Manager
Department: Property

Who we are:

Tahua Partners Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. Each of our business units operate independently as they face the market, but are supported by resources, skills and solutions available through the Tahua community (e.g: Information Services, Finance, Payroll, Strategy Development, Project Management, Property, and People and Culture). Each business celebrates its own unique culture, however we are all connected through the Tahua values of 'better', 'manaakitanga' and 'whanaungatanga'.

Why you'll love this role:

Tahua has purposeful growth plans, of which a key strategic pillar is sustainable growth and building value through property. Each of our group businesses have aggressive growth plans, and to meet our organic growth and acquisition strategies and contractual commitments, Tahua needs a healthy and productive pipeline of new sites across the hospitality group businesses, in addition to remodelling, refurbishing or relocating existing sites. With a plan to open 15+ new sites annually from 2024 onwards, this is an opportunity to set the group up for future success.

As part of the high-performing property team working across the hospitality and retail group, this newly created role is key to ensuring that our sites across all brands remain in optimal condition and will support the Property team by coordinating the day to day facilities operations, ensuring that our buildings and properties are well-maintained, compliant, and ready to provide an exceptional experience for our customers.

This is a hands-on role that blends administrative responsibilities with on-the-ground coordination, making it perfect for someone who thrives in a dynamic, fast-paced environment. You'll be working closely with internal teams, contractors, and service providers, gaining exposure to a wide range of projects and contributing directly to the success of Tahua's ambitious growth plans.

What you'll deliver in this role:

- **Support for Brands:** Act as the point of contact for facilities-related inquiries from our restaurants, cafes, and stores. Provide proactive support to ensure infrastructure meets health, safety, and environmental standards.
- **Coordination of Maintenance Programs:** Assist in the creation and management of maintenance schedules, ensuring that all preventative maintenance tasks are completed on time and to a high standard.

- **Issue Resolution:** Assist in coordinating and managing the process for reporting and addressing equipment and building/facilities repairs, ensuring timely and effective resolution of any issues that arise to minimise disruptions to operations.
- **Contractor and Vendor Administration:** Assist in obtaining quotes and coordinating with external contractors and service providers to ensure that service levels are met and that all work is completed according to agreed-upon standards and timelines.
- **Regular Inspections:** Schedule and conduct regular inspections of builds and facilities to identify any maintenance needs or potential improvements.
- **Utilities Management:** Help monitor utilities consumption and support initiatives to reduce costs where possible, leveraging Tahua's scale.
- **Reporting and Recommendations:** Assist in drafting reports on facilities management activities and make recommendations for improving efficiency and cost-effectiveness.
- **Facilities Management system onboarding and roll-out:** Assist the team to onboard the contractors and the staff into the new facilities management system.
- **Team Collaboration:** Participate in Property Team meetings and contribute to other relevant projects and initiatives as needed.
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What you'll bring to the role:

- Previous experience in a facilities coordination or similar role, with a good understanding of building management and maintenance processes.
- Strong ability to communicate clearly and effectively with a wide range of stakeholders, translating technical information into understandable teams.
- A customer-focused approach with a commitment to providing excellent service and clear communication around responsibilities and expectations
- Highly organised with strong time management skills, capable of handling a varied workload with competing priorities
- Meticulous in ensure that all maintenance and compliance tasks are completed to a high standard.
- Collaborative and able to build effective working relationships with colleagues, contractors and external stakeholders
- Calm under pressure with the ability to prioritise and resolve issues quickly and efficiently