

# Position

<b>Position Title:</b>	Facilities & Equipment Specialist	<b>Date:</b>	December 2025
<b>Location:</b>	Tahua HUB, Takapuna, Auckland	<b>Reports to:</b>	Property Operations Manager
<b>Department:</b>	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:

The Facilities & Equipment Specialist plays a vital role in supporting the efficient operation of Tahua's hospitality and QSR brands, ensuring restaurants are safe, compliant, and fully functional at all times. Although your primary focus will be on hospitality brands, you may also need to provide occasional support for retail brands.

This role has a direct impact on frontline teams, customer experience, and brand performance. Sitting within the Property Operations function, you'll be the key connection between restaurants, cafes and stores, contractors, and internal stakeholders. You'll ensure maintenance issues are resolved quickly, preventive maintenance is consistently delivered, and critical hospitality equipment and building services are kept in excellent working order.

This is a hands-on, operationally focused role that offers strong visibility across the hospitality portfolio and the opportunity to make a tangible difference in busy, high-volume environments.

## What you'll deliver in this role:

- Consistently safe, compliant, and operational restaurants across Tahua's hospitality brands
- Minimal disruption to trading through effective coordination of reactive and planned maintenance
- Accurate and current asset registers, warranties, and compliance documentation for hospitality equipment and facilities
- Well-managed daily RAMP (Repairs and Maintenance Portal) workflows, with work orders created, tracked, and closed efficiently
- Strong preventive maintenance outcomes, with clear oversight of contractor scheduling, financial compliance, tracking KPIs and SLAs, completion, and follow-up actions

- Clear, timely communication to restaurant and operational teams and Property Operations stakeholders
- Confidence in contractor workmanship through site audits, spot checks, and verification
- High-quality site data, photos, and asset condition information to support informed decision-making and managing escalations

**What you'll bring to the role:**

- Demonstrated experience in facilities, equipment, or property operations
  - Strong technical understanding of hospitality-critical systems such as HVAC, refrigeration, lighting, electrical supply, and building services
  - Experience using maintenance management systems
  - Ability to work calmly and effectively in fast-paced, trading environments
  - Strong coordination and follow-up skills when working with contractors and service providers
  - Clear, practical communication style suited to restaurant managers and senior stakeholders
  - Organised team player with a proactive, detail-oriented, and solutions-focused approach
- Good Microsoft Office skills