



## POSITION SUMMARY

<b>Job Title:</b>	Asset Management Officer
<b>Division:</b>	Property
<b>Responsible To:</b>	Property Manager
<b>Responsible For:</b>	N/A
<b>Job Purpose:</b>	To support the functions of the Property Division and the delivery of its outputs, in particular: <ul style="list-style-type: none"><li>- Contribute effective technical support to the overall management of government properties and assets; and assist in development of related responsibilities to enable CIIC to meet its vision</li><li>- Provide operational, technical and functional assistance to the Property Manager</li><li>- Assist in strengthening internal process – Asset Management Program</li></ul>
<b>Job Classification:</b>	N/A
<b>Date updated:</b>	June 2021

### AGENCY VISION

The vision that CIIC aspires to contribute is:

***Ta'anga'anga e te akono tau tikai i te au apinga puapinga a te katoatoa no te akameitaki'anga i te ora'anga o te iti tangata Kuki Airani.***

***“Effective and efficient public assets that improve the wellbeing of Cook Islands people.”***

By **efficient** and **effective** we mean well managed and operated consistent with modern commercial practices and good governance principles.

By **public assets** we mean land, properties, infrastructure and utilities that are owned by the Crown, for the benefit of the Cook Islands people. They include:

- Crown and leased land, Government houses and buildings,
- the Ports and Airports of Rarotonga and Aitutaki,
- Te Aponga Uira Power Authority and Aitutaki Power Supply,
- the Bank of the Cook Islands,
- investments in reticulated Water and Sanitation,
- Avaroa Cables,
- Punanga Nui Market; and
- Seabed mineral assets

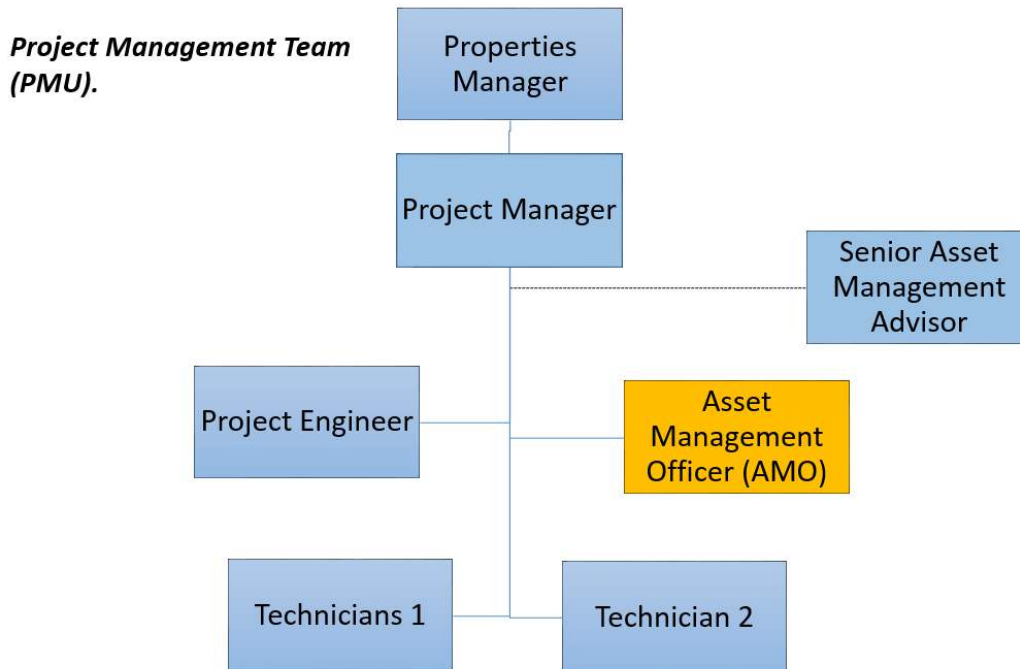
By **improving the wellbeing of Cook Islands people** we mean adding value to the lives of Cook Islands people and meeting Government's social policy objectives.

**Mission:** Lead the governance, growth development of enterprises in the effective and efficient delivery of services to the public

Lead the effective and management of crown thus contributing towards ensuring the improvements of the standard of living for all Cook Islanders

**Values:** Honesty, Impartiality, Respect and Custodianship, Transparency, Accountability, Collaboration, Family of love, Sustainability, Innovation and Equity and Equal Opportunity

## ORGANISATIONAL STAFFING STRUCTURE



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position	Key Performance Indicators
<p><b>KRA 1:</b> Effective technical support to the overall management of government properties and assets:</p> <ol style="list-style-type: none"> <li>1. Ensure government properties and assets are maintained to the highest possible standards and in accordance with relevant codes or guidelines</li> <li>2. Establish quality systems processes and procedures.</li> <li>3. Establish and provide quality assurance measures</li> </ol>	<p>Jobholder is successful when:</p> <ol style="list-style-type: none"> <li>1. Provide timely technical analysis, advice, guidance and reports to the Project manager and other stakeholders on the application, status or performance of asset management program, tools, solutions, best practices, strategies, policy &amp; procedure and regulations.</li> <li>2. Manages complex cases, assessing such cases and making quality decisions using in-depth technical knowledge and experience five year building improvements and renewal program</li> <li>3. Undertakes quality assurance programme processes to ensure quality recommendations or decisions are made in accordance with delegated authority</li> <li>4. Provide regular analysis of government asset management performance and provide advice on strategies, solutions and risk management.</li> <li>5. Provides analysis and input into asset management policy development</li> <li>6. Undertakes analysis to support problem identification, risk management and verification</li> </ol>

	7. Keeps abreast of improvements or developments in asset management systems, practices and solutions.
<p><b>KRA 2:</b> Planned and Cyclical Maintenance Improvement Programmes</p> <p>1. Assist an effective and responsive reactive and cyclical maintenance service to government properties occupants and other service users – including maintenance of void properties</p>	<p>Jobholder is successful when:</p> <ol style="list-style-type: none"> <li>1. To provide assistance to the Property Manager identify, establish, implement and review programmes of work required to improve government properties and assets.</li> <li>2. To provide assistance in identifying priorities for improvement taking into account the condition of the property and occupants input, and implement and review programmes of work accordingly.</li> <li>3. To provide assistance in implementing contracts for capital; planned and cyclical maintenance services, and the review and monitoring of these in relation to performance and quality, taking account of tenant feedback and other performance indicators.</li> <li>4. To collect and compile data and information for use in life cycle costing and other projects.</li> </ol>
<p><b>KRA 3:</b> Assist in identifying, establishing, implementing and reviewing program of work required to develop and improve government properties and assets</p> <ol style="list-style-type: none"> <li>1. Response and Repair Service</li> <li>2. Development</li> <li>3. Communications/Working Relationship</li> </ol>	<p>Jobholder is successful when:</p> <p><u>Response and Repair Service</u></p> <ol style="list-style-type: none"> <li>1. Assist the Property Manager to ensure that CIIC carries out all of its responsibilities in relation to reactive repair services as required by statute, CIIC and government policies – including instruction and authorizing works.</li> <li>2. To assist in the implementation and review of contracts (general and specialist) for the reactive repair services.</li> <li>3. Carry out pre and post inspections of work as directed.</li> <li>4. Ensure all technical aspects of void control are undertaken in accordance with relevant policies; procedures and in accordance with requisite timelines.</li> </ol> <p><u>Development</u></p> <ol style="list-style-type: none"> <li>5. Assist completion of the Asset Management programme in conjunction with key stakeholders.</li> <li>6. Assist with the establishment of design, specification and programming of building contracts and projects through traditional and collaborative procurement processes.</li> <li>7. Assist the Property Manager and other members of the Management Team in negotiations with strategic partners including local authorities and developers in relation to new developments and improvements to existing properties.</li> <li>8. Provide technical assistance on development sites as required.</li> <li>9. Ensure familiarity with all the relevant drawings, specification and written</li> </ol>

	<p>instructions, checking them and use as reference when inspecting works.</p> <ol style="list-style-type: none"> <li>10. To assist in appraising plans and development proposals and to suggest improvements and amendments as necessary</li> <li>11. Assist in the preparation of valuations and submission of cost reports for funding.</li> <li>12. Carry out regular inspections of all developments within a designated area to ensure they meet standards and specifications.</li> <li>13. Prepare periodical reports to record site conditions; progress and quality of work.</li> <li>14. To work in a collaborative manner with all partners, local authorities, sponsors/donors, consultants and contractors.</li> </ol> <p><u>Communications/Working Relationships</u></p> <ol style="list-style-type: none"> <li>15. Maintain a good working relationship between ministries/agencies through meetings and other communication methods.</li> <li>16. Ensure continuity of work and that CIIC is meeting the needs of the organization, its tenants, board members and business contacts.</li> <li>17. To ensure that CIIC policies and practices are upheld at all times as far as they relate to the position; staff (as appropriate) and contractors.</li> <li>18. To provide technical support, as required, to the Properties Division team and other CIIC staff.</li> </ol>
<p><b>KRA 4:</b> Assist the Property Manager with the financial, technical and feasibility studies of maintenance, capital and quality assurance programmes</p>	<p>Jobholder is successful when:</p> <ol style="list-style-type: none"> <li>1. Under the Asset Management Programme, assist in the arrangements for the full range of capital improvements/replacements to be carried out and help prepare detailed specifications and bills of quantities to obtain competitive tenders. All should be in accordance with CIIC and government policies and procedures.</li> <li>2. Ensure all prescribed checks/tests are carried out within prescribed timescales.</li> <li>3. Carry out quality control reviews to monitor timescales and carry out inspections on a pre and post basis to monitor contractors' performance and standard of work. Where timescales and/or quality is not being achieved, initiate appropriate action.</li> </ol>
<p><b>KRA 5:</b> Administration</p>	<p>Jobholder is successful when:</p> <ol style="list-style-type: none"> <li>1. To provide assistance in updating AssetFinda and/or asset management database and related information including condition, programmes of work, certifications, guarantees etc.</li> </ol>

	<ol style="list-style-type: none"> <li>2. Assist the Property Manager to secure client feedback on contracts to ensure continuous improvement.</li> <li>3. Assist in the analysis and preparation of performance related and other reports to the Board as required.</li> <li>4. Check contractors' correspondence, including invoices, within delegated authority and following up queries with contractors as required.</li> <li>5. Assist with the delivery of relevant government policy, procedures and inspection regime as it relates to property services</li> <li>6. Ensure records held on ICT systems (e.g. AssetFinda) for developments, improvements and maintenance are up to date.</li> <li>7. Prepare relevant documents for expenditure for all types of repair, replacement, maintenance and upgrading within agreed limits and in accordance with agreed procedures.</li> <li>8. To provide technical support as required to customers and colleagues.</li> </ol>
<p><b>KRA 6:</b> Customer Service</p>	<p>Carry out duties as Asset Management Officer in adherence to the Code of Conduct in the Public Service Act 2009 which include:</p> <ol style="list-style-type: none"> <li>a) behaving with integrity and honesty</li> <li>b) exercise care and diligence</li> <li>c) be professional, courteous, and treat everyone with respect and without coercion or harassment</li> <li>d) comply with the applicable laws relating to their employment</li> <li>e) comply with all lawful and reasonable instructions</li> <li>f) take reasonable steps to disclose and avoid any real or apparent conflicts of interest in connection with their employment</li> <li>g) ensure the proper and prudent use of government resources</li> <li>h) use official information only for official purposes;</li> <li>i) not improperly use their status or authority to seek or obtain a benefit for themselves or any other person or body;</li> <li>j) at all times act and behave in a manner that upholds and promotes the integrity, values, and good reputation of the Cook Islands Public Service; and</li> <li>k) comply with any other conduct requirements as may be prescribed by regulations.</li> </ol>
<p><b>KRA 7:</b> Training &amp; Development</p>	<p>Enhance the effective operations of the Property team by:</p> <ol style="list-style-type: none"> <li>1. Reports to the Property Manager</li> <li>2. Annual performance review on the achievement of KRA's</li> </ol>

	<ol style="list-style-type: none"> <li>3. Contributing ideas and suggestions for improving the level of customer service provided by the team, the efficiency of processes, procedures, and behaviours</li> <li>4. Willingly assisting the Property Manager</li> <li>5. Willingly assisting other members of the Property team to learn new skills and gain increased knowledge of other CIIC (parent and subsidiaries) aspects</li> <li>6. On an annual basis, complete 6 hours of verifiable professional development and 12 hours of non-verifiable professional development course/programs and report in the performance appraisal.</li> <li>7. Attend training courses relevant to position if requested</li> <li>8. Proactively review the CIIC policy and recommend amendments aligned to current context of work</li> </ol>
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### WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Developing long-term management strategies
2	Managing several tasks/jobs/projects simultaneously
3	Facilitating/negotiating with tenants on tenancy agreements/repairs/maintenance/rent
4	Facilitating/negotiating procurement contracts

### AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff.

<b>Financial</b>	Not applicable
<b>Staff</b>	Not applicable
<b>Contractual</b>	Procurement of goods and services for various jobs/projects

### FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts.

Internal	Nature of Contact	External	Nature of Contact
<ul style="list-style-type: none"> <li>• <b>Property Manager</b></li> <li>• Property Team</li> <li>• Project Management Unit (PMU)</li> <li>• <b>Divisional Mangers (GFDD Team, Finance Team, CEO) and Staff</b></li> <li>• <b>Infrastructure Committee members</b></li> </ul>	<ul style="list-style-type: none"> <li>• Oral, written and presentation skills</li> <li>• Facilitating/Negotiating tenancy agreements and work programs</li> <li>• Monitoring and evaluation skills</li> <li>• Monitoring and evaluation skills</li> <li>• Oral, written and presentation skills</li> <li>• Analytical and report writing skills</li> <li>• Oral, written and presentation skills</li> <li>• Analytical and report writing skills</li> <li>• Facilitating and negotiating skills</li> <li>• Monitoring and evaluation skills</li> <li>• Oral, written and presentation skills</li> </ul>	<p><b>Government ministries, crown entities and agencies including local island government (pa enua)</b></p> <p><b>Technical Advisors, Donor and other agencies (ADB, NZ Government, UN)</b></p> <p><b>General Public</b></p>	<ul style="list-style-type: none"> <li>• Building Relationships</li> <li>• Oral, written and presentation skills</li> <li>• Tenant enquiries</li> <li>• Rent collection</li> <li>• Facilitating/Negotiating tenancy agreements and work programmes</li> <li>• Monitoring and evaluation skills</li> <li>• Resolving minor conflicts</li> <li>• Building Relationships and Networks</li> <li>• Supplier/Contract enquiries</li> <li>• Agreement to work programmes</li> <li>• Supervise, monitor and evaluate work plan to ensure in line with agreed procurements</li> <li>• Monitoring and evaluation skills</li> <li>• Property enquiries</li> <li>• Oral, written and presentation skills</li> </ul>

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential:	Desirable:
Diploma in Asset Management or Diploma in Project Management related to any of the following fields: asset management, architecture, engineering, construction or building	Degree or higher related to any or a combination of the following fields: asset management, project management, architecture, engineering, construction or building relating profession

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential:	Desirable:
<p>At least 2 years' experience in property and asset management or related field</p> <p>Some experience in property related asset management including:</p> <ul style="list-style-type: none"> <li>• Awareness of policy and regulatory frameworks applicable to asset management</li> <li>• Demonstrate some knowledge of maintenance and techniques</li> <li>• Experience in effective risk identification and risk management (including Health &amp; Safety implications)</li> <li>• Experience in dealing with contracts along with proven ability to liaise with and manage/monitor contracts</li> </ul>	<p>At least 5 years' experience at senior management level in property and asset management or related field</p> <p>Proven experience in property related asset management including:</p> <ul style="list-style-type: none"> <li>• responsive and planned maintenance</li> <li>• undertaking inspections for quality control purposes</li> <li>• knowledge and understanding of current developments in building technology</li> </ul>

- Experience in budget management; including monitoring and reporting

### KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
<b>Expert</b>	<p>Strong planning and managing several tasks/jobs/projects simultaneously, project management</p> <p>Strong tenancy and procurement management</p> <p>Excellent standard of written and spoken English and Cook Islands Maori</p>
<b>Advanced</b>	<p>Strong oral and written communication and time management</p> <p>Ability to management tenants and procurement process independently</p> <p>Ability to communicate effectively in written and spoken English and Cook Islands Maori</p>
<b>Working</b>	<p>Experience in negotiating and computer literate (MS Office packages)</p> <p>Some experience in finance &amp; budgeting</p> <p>Ability to communicate in English and Cook Islands Maori</p>
<b>Awareness</b>	<p>Construction management and building regulations/codes, OHS</p> <p>Understanding of issues associated with government residential and government department/buildings in the Cook Islands</p>

### CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

#### Approved:

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HoM/Manager

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date