

POSITION DESCRIPTION

Maintenance Service Delivery Manager

Reports to:	Facilities Services Manager
Division:	Property Services
Tenure:	Permanent
Location:	Hamilton Campus
Date:	January 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Property Services team forms part of the Corporate Services Group and manages the University's corporate estates portfolio to create an environment that strongly supports the operational and strategic goals of the University.

The Property Services Division is comprised of two portfolios:

Campus Development and Infrastructure

- Campus Development which provides strategic leadership in the ongoing development and management of the University's Campus Development Plan. This includes oversight and management of significant infrastructure projects, ensuring that all developments align with the institution's long-term vision and operational requirements.
- Space Planning and Management which is responsible for the strategic planning, allocation, and management of campus spaces to ensure optimal utilisation.

Campus Operations and Risk Management

- Facilities, Infrastructure, and Grounds Maintenance including not only the ongoing upkeep of all buildings and outdoor spaces but also the strategic stewardship of the University's physical assets to support the University's operations and long-term sustainability.
- Services which include fleet operations, mail handling, portering, and cleaning. These services are essential to the daily functioning of the University, contributing to organisational efficiency and a high standard of campus upkeep.
- Campus Security and Emergency Management which ensures the safety and wellbeing of all members of the University community through robust security measures and preparing for potential emergencies.
- Responsibility for University enterprise risk management activities and travel portfolio.

2. POSITION PURPOSE

The Maintenance Service Delivery Manager is responsible for leading the facilities maintenance team and ensuring the effective, efficient, and customer-focused delivery of maintenance services across the University.

This role provides both technical and operational leadership to maintain consistently high service standards and is supported by the Technical Services Team Lead, Building Services Lead, Facilities Compliance and Support Co-ordinators and external contractors.

The position requires balancing the day-to-day management of reactive maintenance with the implementation of planned preventative maintenance, ensuring University buildings and infrastructure remain compliant and well maintained.

A key focus of the role is delivering exceptional customer service, building and maintaining strong stakeholder relationships, and ensuring all financial, contractual and regulatory obligations are met.

3. FUNCTIONAL RELATIONSHIPS

Internal: Property Services Manager and staff
Trades staff
Safety & Wellness team members
Other University staff

External: Supply chain partners
Contractors

4. KEY RESPONSIBILITIES

Leadership

- Lead the Facilities Maintenance Team by providing clear expectations to all staff and the role that they play.
- Develop, maintain and review team and individual performance plans and ensure the achievement of all agreed outcomes are aligned with expectations.
- Monitor and coordinate as appropriate the effective utilisation of internal trades staff and panel partners/contractors in order to optimize allocation of resources and meet both service level targets and compliance-related deadlines.
- Ensure team processes and procedures are well documented, up to date, and accessible to support consistent service delivery.

Service Delivery Performance

- The development and maintenance of a customer centric approach to service delivery, meeting service key performance indicators and upholding the Property Services Customer Promise.
- To manage planned, corrective and reactive maintenance of the University's buildings, plant and utilities, to the best standard possible utilising a combination of internal and contracted resources, within approved budgets.
- To work with the Facilities Services Manager to ensure that building compliance is maintained in accordance with the Building Act and Council regulations,
- To ensure optimal allocation of internal and contracted resources to maintain the most efficient and cost-effective delivery of maintenance services.
- Analyze internal processes and implement improvement activities wherever necessary.
- Ensuring the systems, procedures and methodologies are in place to support outstanding service delivery
- Analyse and review regular service delivery reporting to ensure any services or work orders at jeopardy have corrective actions in place to meet agreed service delivery targets where possible.
- Communicate with departmental staff regarding the maintenance services provided and report on customer satisfaction.

Contract Management

- Regularly meet with preferred contractors to ensure their performance standards are met. That any non-performance is managed and contract updates are triggered where appropriate.
- Review service delivery and quality standards to ensure they are fit for purpose and deliver results in accordance with the business needs of the organisation.
- Monitor services provided under contract, ensuring that contractual obligations are met by
- Ensure maintenance contracts are up to date and variations, insurance, training and formal correspondence are well documented.
- Provide subject matter expertise in any contractual renegotiations and or tendering processes as required.

Financial Management

- Assist with the preparation of the annual operating and capital expenditure budgets for Facilities Operations budgets under the control of the position.
- Contribute to the annual operational and capital planning to ensure priorities are understood and risk is shared alongside the Asset Manager and Facilities Services Manager.

- Monitor revenue and expenditure for relevant activity centres during the financial year, providing monthly variance information and forecasts for future months to the Finance Business Partner
- As requested, attend monthly financial review meetings with the University's Finance team
- Approve or decline reactive and corrective maintenance work orders within delegation.

Health & Safety

- Act as the Property Services team Health & Safety Champion and work closely with the Health, Safety and Wellness team and relevant Health, Safety and Wellness Business Partners, translating and operationalising the Property Services H&S strategy.
- Ensure internal staff and external contractors meet Health & Safety requirements. This includes on site audits, completing incident/near-miss investigations, review of H&S compliance and review of documents submitted by contractors that demonstrate their internal H&S training and audit activities.
- Lead the maintenance and reporting of Health & Safety key performance indicators for Property Services.
- Identify and review Health & Safety training ensuring licenses and certifications are kept current for Property Services Operations to guarantee statutory compliance.
- Participate in the maintenance of a safe and healthy work environment for self and others including students
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy
- Undertake line manager health and safety responsibilities as set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Maintenance Service Delivery Manager will be performing satisfactorily when:

- Services are delivered to the University within the agreed SLA's and feedback received regarding Property Services service delivery is consistently positive.
- Maintenance activities are meeting agreed completion time frames
- Maintenance activities are meeting financial targets
- Contractor audits and reviews indicate a consistent standard of quality that meets agreed expectations
- H&S audits and reviews indicate a high level of compliance to legislative and University centric protocols
- Planned and other maintenance activities with compliance requirements are being completed as per agreed expectations
- Allocated maintenance projects are completed in a manner that meets agreed expectations
- Contractor service agreements are valid and up to date
- Evidence of a positive workplace culture.
- Clear performance objectives and professional development plans in place for all team members.
- Risks and issues are being raised and resolved or agreed actions are in place to resolve.

PERSON SPECIFICATION

EDUCATIONAL AND QUALIFICATIONS

Essential

- Management qualification or experience equivalent

Preferred

- A relevant tertiary qualification

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Proven leadership experience in a facilities or construction related environment (5+ years minimum experience)
- A strong understanding of asset management and its importance across all levels of the University.
- A willingness to challenge and change existing activities to improve levels of service or reduce long-term costs.
- Leading a diverse business and facilities operations team and experience managing change.
- Significant experience in maintenance planning and with asset management framework and tools.
- Demonstrated ability to build rapport, develop and maintain positive and productive collegial relationships
- Excellent oral and written communication skills, with the ability to synthesise information into a clear and concise summary which is appropriate to the University environment.
- Able to write & if required present clear and user-friendly documentation and reports.
- Ability to investigate and solve problems, analyse and interpret data, synthesise diverse and complex information, clearly present results and make recommendations.
- Excellent planning, organisational and time management skills with the ability to set priorities and manage a complex workload with multiple deadlines.
- Sound analytical, facilitation and resource management skills.
- Proven understanding of risk management in a large complex organisation.

Preferred

- Previous experience developing and implementing relevant systems, frameworks and associated policies and procedures
- Knowledge and understanding of the relevant key issues in the tertiary education sector.
- Experience in the tertiary education sector would be an advantage.

PERSONAL QUALITIES

- A proactive approach to planning and delivery of work streams.
- Sound judgement, the ability to assess options quickly and make decisions for the optimum benefit of the University.
- Attention to detail with strong organisational and project management skills.
- Ability to communicate effectively with the public, university staff, students and stakeholders.
- Ability to work under pressure and meet deadlines.
- Ability to constantly re-prioritize goals and workload.
- Leadership capability and ability to achieve outcomes through influence and earn credibility and respect.
- Ability to think logically; an ethical approach.
- Flexibility, adaptability, positive attitude to change, ability to develop creative solutions.
- Commitment to customer service and quality.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.