



HERITAGE NEW ZEALAND
POUHERE TAONGA

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

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

Person specification - Essential Competencies and Attributes

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

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