

ROLE DESCRIPTION

POSITION TITLE/SERVICE:	Service Manager: Build Back Smarter Advisory Service
LOCATION:	Canterbury
REPORTS TO:	Chief Executive
TENURE:	Fixed term – 6months Potential to expand to permanent position

ROLE CONTEXT

Earthquake damage presents a unique opportunity to upgrade the performance of Canterbury's homes particularly with ceiling, wall and underfloor insulation, ground vapour barriers, heat transfer systems, double glazing and extract ventilation. These improvements are generally only retrofitted to existing houses during major renovations when claddings or linings are being replaced - approximately only every 30 years. With 50,000 homes needing significant repair, the opportunity to improve the health, comfort and energy efficiency of Canterbury residents is substantial.

The Build Back Smarter Service (the Service) is targeting the upgrade of 9,500 houses over a period of three years. Funding to establish the Service has been secured from the Ministry of Business, Innovation and Employment, Christchurch City Council, Energy Efficiency and Conservation Agency, Canterbury District Health Board, Canterbury Earthquake Recovery Agency and Environment Canterbury. Further funding to operate of the Service is currently being sourced.

The Service extends the Build Back Smarter pilot project (http://www.beaconpathway.co.nz/existing-homes/article/what_is_the_build_back_smarter_project) led Beacon Pathway to demonstrate that home performance improvements can and should be included in earthquake repairs. The pilot aimed to upgrade ten homes, working with insurers, PMOs, contractors and homeowners to include additional interventions without slowing down the insurance repair process. Progress was hampered by the same delays impeding earthquake repair across Canterbury and by September 2013 four homes were completed and a further three upgrades underway. This pilot has contributed to understanding the issues and barriers, and the learning from the pilot underpins the roll-out of Build Back Smarter as a wider Service.

Combining with the learning from the pilot is an extensive knowledge base developed by Beacon Pathway over the past eight years. Beacon, an incorporated society focuses on improving New Zealand's homes and neighbourhoods, and through research and demonstrations has developed expertise and experience in retrofitting homes for high performance (warm, healthy, efficient).

This role will initially be a fixed term contract position until June 2014. By June 2014 a business plan will be complete, funding confirmed and demand for the service

established. At this time it is envisaged that the role will become a permanent salaried position.

ROLE PURPOSE

The Service Manager will work with the BBS pilot project manager (part time contract role) to scale up the Build Back Smarter Service:

- Deliver the Build Back Smarter Service
- Recruit case managers to manage home owner / contractor relationships
- Maintain relationships with key service providers / recruit new service providers
- Maintain relationships with Insurers / Project Management Organisations
- Ensure appropriate safety and audit procedures are developed / maintained
- Maintain relationships with key project funders and provide appropriate reporting.

ROLE RELATIONSHIPS

The Service Manager role will in the establishment phase be contracted to Beacon Pathway Inc.

The Service Manager will have a direct reporting relationship to a governance body representing project funders, key government agencies and Beacon Pathway.

The Service Manager will also:

- Be the 'public face' of the Service for communication and information
- Develop and maintain good external networks, with key stakeholders
- Develop and maintain close and productive links with Beacon team and ensure open and clear communications
- Promote the benefits of the Build Back Smarter Service to the public and private sectors, and the general public.

ROLE ACCOUNTABILITIES

The table below outlines key accountabilities and indicates behaviours, which would demonstrate working to role.

Areas of accountability are broad statements of the areas of work that comprise the role.

Areas of Accountability	Typical behaviours which demonstrate work at the appropriate level	Performance Indicators which may be a result of the incumbent working at the right level
Progress the Build Back Smarter Service, based on what has been learnt from the pilot as demand necessitates / funding allows	<ul style="list-style-type: none"> • Provide leadership to establish the Service. • Facilitate the effective identification of skilled resources to deliver the programme, including recruitment of case managers and contracting of assessors / installers. • Ensure programme is delivered safely and completed homes are audited. • Report monthly on progress 	<ul style="list-style-type: none"> • Service underway
Insurer / PMO engagement	<ul style="list-style-type: none"> • Meet regularly with all insurers and their PMO's seeking support for the Service / access to their home owners 	<ul style="list-style-type: none"> • All insurers are supporting the Service
EQR / Fletcher engagement	<ul style="list-style-type: none"> • Meet regularly with EQR / Fletchers seeking support for the programme / access to their home owners 	<ul style="list-style-type: none"> • EQR / Fletchers are supporting the Service
Contractor recruitment / development	<ul style="list-style-type: none"> • Recruit additional contractors to assess / install • Ensure contractors have requisite training / qualifications to install 	<ul style="list-style-type: none"> • Sufficient, suitably skilled contractors conducting assessments to meet demand
Collaboration	<ul style="list-style-type: none"> • Work within the wider collaborative environment that has developed around the need for retrofitting and improvement as part of the development of the Build Back Smarter Service • Actively seek opportunities to further collaborate with partners and widen and extend that collaboration further 	<ul style="list-style-type: none"> • Working with a wide range of partners and common interest groups

Areas of Accountability	Typical behaviours which demonstrate work at the appropriate level	Performance Indicators which may be a result of the incumbent working at the right level
Funding	<ul style="list-style-type: none"> Work with Beacon CEO and key stakeholders to ensure appropriate funding mechanisms to deliver the Service 	<ul style="list-style-type: none"> Service is funded
QA	<ul style="list-style-type: none"> Design and systems to ensure all installs meet relevant standards. 	<ul style="list-style-type: none"> Satisfied customers and No call backs

REQUIREMENTS OF THE ROLE

The table below outlines key requirements of the role and indicates behaviours which would demonstrate working effectively to role.

CAPABILITY AREA	DESCRIPTION
Skills and Knowledge	
Leadership and Project Management Qualifications / Experience	<p>Qualifications</p> <ul style="list-style-type: none"> Project management, ideally business management <p>Essential Experience</p> <ul style="list-style-type: none"> Senior Project management experience, leading programmes with significant volume of activities Demonstrated leadership experience in residential sector Experience of overseeing complex projects and managing through others Track record of effectively influencing and leading others Proven commercial/financial acumen Strong analytical, problem solving and conceptual skills Excellent relationship building abilities and interpersonal skills <p>Desirable Experience</p> <ul style="list-style-type: none"> Leading a team of highly qualified specialists A background in managing multiple residential projects. Residential development or property management. Creator of innovative business solutions Sound understanding of residential building / repair processes
Knowledge and Skills	<ul style="list-style-type: none"> Proven ability to lead a major initiative Ability to manage external contractors
Teamwork and	<ul style="list-style-type: none"> Ability to develop and motivate staff

CAPABILITY AREA	DESCRIPTION
People Development	
Collaboration	<ul style="list-style-type: none"> Ability to work with a range of organisations with different motivations and drivers and collaborate to deliver commonly agreed outcomes
External Relations and Communication	<ul style="list-style-type: none"> Ability to engage, lead, and inspire key stakeholders with different interests in the repair of Canterbury houses Key stakeholders include (not limited to): Ministry of Business, Innovation and Employment, Christchurch City Council, Energy Efficiency and Conservation Agency, Canterbury District Health Board, Canterbury Earthquake Recovery Agency, Environment Canterbury and Philanthropic funders
Problem Solving	<ul style="list-style-type: none"> Capability to work within complex and ambiguous environment Identify critical issues and opportunities, develop strategies and plans to address these
Risk and Project Management	<ul style="list-style-type: none"> Ability to identify and mitigate risks Ensure a safe working environment