

# Property Operations Specialist



## Purpose

This role will support in the effective delivery of property services to the TSB network, working closely with the Property Operations Manager to ensuring all works undertaken are in line with standards, policy and procedures. The role will have the responsibility of front-line property service delivery, reactive and planned maintenance, and will ensure the Health, Safety, and Security is prioritised at all times.

## Role dimensions

- **Reports to:** Property Operations Manager
- **Department:** Financial Services
- **Direct Reports:** NA

## Person specifications

- 3+ years' experience in administrative or similar role, preferably in property, facilities or build environment
- Demonstrated experience in operational excellence, planning, and stakeholder management.
- A working knowledge and understanding of Health & Safety requirements.
- A good level of physical fitness and a full NZ drivers' licence.
- Ability to manage a wide range of duties and multiple stakeholders with competing priorities.
- Strong communication skills, both written and verbal, with the ability to build a rapport with a wide audience.

## Role specific areas of responsibility

- Assist with managing and maintaining TSB's premises, including asset and lease support and reviews, and support with collating data and other necessary information required for insurance purposes access sites, vehicles and business interruption
- Assist with maintaining property agreements, including updates to terms and conditions and ensuring regulatory requirements are understood and met by tenants
- Contribute to the coordination, management and maintenance of TSB's fleet of vehicles, supporting with any logistical requirements, to ensure vehicles are safe to operate at all times.
- Support with the coordination of daily property activity and on-site works, delivering effective responses to requests from the network and ensuring property processes and procedures are adhered to and optimised, including assisting with updating procedures, where required.
- Ensure building compliance is maintained, and all premises meet TSB Physical Security, Risk, and Health and Safety Standards, together with improving environmental outcomes against TSB net zero commitments to maintain a safe working environment for our people to undertake all aspects of their roles.
- Proactively coordinate responses to urgent property, security, or health and safety incidents, ensuring the safety of TSB staff, customers, and contractors
- Maintain accurate and up to date records for all work across premises, vehicles, and assets, together with ensuring all contract management requirements are met, and recorded and providing ongoing visibility of work in progress.
- Ensure TSB is receiving value for money through all supplier, contractor and service expenditure, maintaining sound working relationships with key third-parties

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.