



TRUST HOUSE[®]

Position Description

Position	Asset Manager – Building & Infrastructure
Site	Trust House Support Office
Location	4 Queen Street, Masterton
Reports to	GM Building & Infrastructure
Direct reports	Nil
Date completed	28/02/2025.

ABOUT TRUST HOUSE

Trust House is a community owned company based in Masterton. The company operates a range of hospitality businesses across the Wairarapa, Pahiatua, Flaxmere and Porirua.

Trust House owns nearly 500 rental houses across its footprint, providing homes to those in the local community who need them most.

In addition to this, Trust House distributes annual grants to hundreds of community organizations each year. Trust House encourages diversity and inclusion and is committed to equal opportunity in all employment policies and procedures.

POSITION PURPOSE

This role is responsible for undertaking management and oversight of a large portfolio of assets ensuring their optimal performance and value. The position will take responsibility for coordinating repairs, maintenance, and managing related projects across all of the company building & infrastructure asset groups.

Reporting to the GM Building & Infrastructure role provides operational management, control and direction of maintenance delivery and property portfolio activities to promote and enhance the community we serve.

KEY ACTIVITIES

Major areas of work.

- Asset & fleet management
- Financial & resource management

- Maintenance & capital expenditure management
- Contractor & stakeholder relationship management
- Regular reporting on asset performance, project status and significant issues ensuring asset management within THL is undertaken on a “no surprises” basis.
- Compliance with relevant laws, regulations, industry standards & contract obligations.

Key responsibilities

Management & Planning

- Develop & implement detailed project management plans including project timelines and resource allocation for all Trust House asset management undertakings.
- In consultation with the GM Building & Infrastructure, develop annual asset maintenance plans that provide ongoing optimal protection and value for all of the company’s asset portfolio.
- Develop, deliver, and manage in consultation with the GM Building & Infrastructure, annual budgets & forecasting for the division in a timely and effective manner.
- Support the GM Building & Infrastructure and the GM Social Housing in developing strategies to ensure that all housing services & property developmental activities are delivered in a financially and environmentally sustainable manner.
- Collaborate with internal teams and external contractors to ensure projects are completed on time and within budget

Health & Safety

- To actively support, lead and demonstrate a strong commitment to health and safety management & risk compliance throughout the organization.
- Support the Health & Safety induction of all asset management related new staff and contractors.
- Report current Health & Safety issues and support the development of interventions, training, and awareness.

Operational

- Lead, manage and monitor repair, renovation, or capital improvement projects from initiation to completion including responsibility for project & contract administration.
- Schedule routine maintenance to ensure the longevity and proper function of assets.
- Work closely with contractors, vendors, and maintenance teams to oversee repairs, ensuring quality work and timely completion.
- Evaluate and recommend improvements to existing maintenance processes & provide subject matter expert advice, support and technical guidance to the housing team and the wider Trust House team as required
- Respond to emergency repair needs, coordinating quick and efficient solutions & operating on a “no surprises” basis ensuring all risks and potential problems relating to the divisions asset portfolio are reported to the GM Building & Infrastructure in a timely manner.

KEY WORKING RELATIONSHIPS

Internal	GM Building & Infrastructure Senior Management Team [SMT] Outlet Managers & Staff
External	Housing & Infrastructure team, business partners and stakeholders District Council representatives Contractors , consultants, and service providers.

FINANCIAL DELEGATIONS

As per Building & Infrastructure operational and associated budgets as agreed from time to time with the GM Building & Infrastructure.

DECISION MAKING AUTHORITY

As per the delegated authority agreed from time to time with the GM Building & Infrastructure.

SKILLS AND ABILITIES

Required

- 3+ years of experience in asset management, property management, or related fields, with exposure to repairs, maintenance, and project management.
- A sound knowledge of all current Act's, Regulations and By Laws associated with building, property management and construction in New Zealand.
- Strong knowledge of asset management principles, maintenance processes and project management methodologies.
- Demonstrable experience with budgeting and financial analysis related to asset management and / or construction along with proficiency with asset management software and project management tools.
- Bachelor's degree in real estate, property management, construction management or a related field and / or related industry experience.
- Excellent organizational, prioritization and multitasking skills with experience in working under tight timeframes and in difficult commercial environments.

Desirable

- Certifications in project management (e.g., PMP, PRINCE2) or asset management (e.g. AMP) are a plus.

ASSOCIATED DOCUMENTS

Attached is the Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees.

SIGNATURE

Position Holders name:

Position Managers name:

Signature

Signature

Date / /2025

Date / /2025

Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees

Values

The Trust House values reflect the way in which we work with others no matter where and what we do. Our 5 key values are:

- Respect
- Innovation
- Commitment
- Collaboration
- Humility

Leadership

Trust House values the ability of our people as well as those who demonstrate the ability to demonstrate the ability to grow and develop other team members with empathy, respect, technical skill and knowledge thereby helping the Trust House team to be the best they can

Expertise

We expect all of our team members to do the best they can to minimize waste, get the best use of our resources and work in a collaborative and safe way every day. We also expect our team members to share their ideas, skills and experience with others and to demonstrate a logical, structured and planned approach to our tasks and challenges.

Smart thinking

Trust House asks all of our team members to think and work through problems and challenges in a clever and innovative way. We support unique and innovative ways of working and implore team members to have an open mind when it comes to new ideas and solutions to make life easier, more productive, and effective.

We value inquisitive thinking when it comes to solving problems as well as a strong sense of not giving up or walking away from problems.

Influence

Trust House supports and values the ability of team members to use their skill, ability, integrity, experience and knowledge to positively influence others when facing challenges and change at work.

We expect our leaders to be able to be able to run effective meetings, deliver and implement new concepts, policies and processes as well as being able to use sound facilitation skills to ensure team members are “get on board” with changes in direction or difficult or complex issues.

Positive culture

We all have a role to play in making Trust House a great place to work which extends to respecting and valuing others, having fun, genuinely respecting our peers and work mates as well avoiding negativity while at work. We value an environment which embraces positivity, open and honest communication, and challenges poor behavior.

DRAFT