

Position Description

Position Title:	Maintenance & Development Manager
Company:	Orana Wildlife Park (OWP)
Position Size:	Full time, 40 hours per week (1.0 FTE)
Physical Location:	793 McLeans Island Road, Harewood, Christchurch
Responsible to:	Chief Executive Officer (CEO)

Primary Function of the Position:

The Maintenance & Development Manager is responsible for ensuring high quality presentation of the grounds and facilities along with construction or subcontracting of all development projects. This role is a member of OWP's Senior Leadership Team (SLT).

The Maintenance & Development Manager is expected to be a key member of the Trust team, promoting a well organised and high-quality standard of maintenance and development. The role balances primarily office-based responsibilities with time spent working alongside the Maintenance & Development team in a training, planning, and support capacity and is also responsible for supervising the work of other Maintenance & Development team members. The role also maintains strong working relationships with key regulatory stakeholders — particularly the Department of Conservation (DOC) — to support best-practice management of native and domestic species.

The Maintenance & Development Manager plays a key role in shaping asset management planning, infrastructure development, staff capability, and organisational culture.

Functional Relationships:

- Chief Executive Officer (CEO)
- Senior Leadership Team (SLT)
- Maintenance & Development team
- Animal team keeper staff
- Visitor Services team
- Administration & Compliance team
- Retail & Reception team
- Education & Engagement team
- OWP volunteers
- Orana Wildlife Trust Board

External Relationships:

- Contractors and sub-contractors
- Project Managers
- Department of Conservation (DOC)
- Local Council staff
- OWP audiences
- Zoo Aquarium Association (ZAA)
- ZAA Member institutions
- World Association of Zoos & Aquariums (WAZA)
- Sales representatives, suppliers
- Tourism, Zoo & Aquarium and other industry peers

Decision Making Authority:

Team Members Responsible For

- 2 Assistant Maintenance Managers (2 FTE)
- 2 Maintenance Assistants (2 FTE)
- 1 Grounds & Maintenance Assistant (1 FTE)
- Fixed Term contracts as approved

Expense Budget Responsible For

Maintenance & Development budget (approximately \$200,000 p.a.)

The incumbent in this role is solely responsible for making decisions relating to:

- Operational leadership and day-to-day management of Maintenance & Development staff.
- Operational risk management, including immediate decision-making in high-risk or emergency situations.
- Operational investigation and resolution of incidents within the portfolio.
- Budget planning and financial management for Maintenance & Development team needs.
- Sourcing and costing of materials and expertise/contractors for projects and general maintenance
- Staff leadership, training, workforce planning, performance management, and staff evaluation programmes to ensure excellent standards are maintained and documented (as required) in all areas.
- Identification of, development, implementation, and review of team specific operational policies and procedures.

The incumbent in this role holds joint responsibility for decisions relating to:

- Management and evaluation of financial monitoring systems.
- Development of broader OWP strategic goals.
- Key conservation messaging and agreed content.
- Creating and maintaining partnerships with industry peers, community organisations, partners, sponsors and local Councils.
- Policy and standard operating procedure development and implementation.
- Health and Safety and risk management for OWP activities.

Key Responsibilities:

1. Senior Leadership Team:

The position is a member of Orana's Senior Leadership Team (SLT). The SLT includes the Chief Executive and all Management level roles. The primary functions of the SLT are to:

- Align all departments around a shared OWP vision focused on conservation, education, animal welfare, and visitor experience.
- Translate OWP's strategic objectives into actionable, measurable strategies and ensure that Park operations align with the organisation goals.
- Make strategic and operational decisions collaboratively, ensuring input from across the organisation.
- Foster a culture of trust and psychological safety where leaders feel supported and able to speak openly.
- Actively advocate for health and safety and ensure it is embedded as a core organisational value and priority across all departments.
- Maintain a consistent operating rhythm through structured meetings, shared goals, and clear follow-through.
- Model and reinforce OWP's values to build a strong, inclusive culture across all teams.
- Encourage collaboration between departments to break down silos and solve problems together.
- Invest in leadership development and succession planning to build future capability and resilience.

	• Regularly assess team effectiveness and adapt practices to improve performance and outcomes. • Respond proactively to emerging challenges and opportunities in conservation, tourism, and community engagement. • Build strong external relationships and advocate for OWP's mission with stakeholders, partners, and the public.
2. Reporting and Communications	• Report to the Chief Executive on progress of relevant projects, on-going work and strategic goals and objectives, including budget performance. • The Maintenance & Development Manager should establish daily communications with members of the SLT as appropriate and maintain good communications with the maintenance and development staff. • Maintain a high level of communication and close interaction with other OWP staff to ensure that all maintenance projects meet intended objectives. • Maintain clear and ongoing communication with existing and new contractors. • Active participation as part of the OWP senior leadership team to shape the strategic direction of maintenance and development projects to align with OWP's strategic direction and goals. • Contribution to Orana Wildlife Trust Board papers and other communications about the delivery of activity in area of responsibility.
3. People Leadership & Workforce Development	• Lead, mentor, and develop Assistant Managers, and all Maintenance & Development staff. • Establish clear expectations, performance standards, and accountability frameworks. • Oversee recruitment, onboarding, competency sign-off, and workforce planning. • Develop and implement succession planning strategies. • Conduct regular performance and development conversations. • Manage disciplinary processes and performance improvement initiatives where required. • Foster a culture of professional growth, resilience, and shared responsibility. • Promote diversity, inclusion, and wellbeing within the team.
4. Development Projects	• To support and assist the Chief Executive as required in design and planning aspects of all development projects including the setting of reasonable timeframes for completion. • To actively participate in relation to the design and priority for each new development project. • Under guidelines established by the Chief Executive (budget, etc), to support planning, costing and supervise development projects.

	• To actively work on construction projects in a “hands on” capacity, supervise the work of others and take responsibility for the overall quality of workmanship for all development projects. • To lead the preparation of estimates, quotes and contracts, in relation to the development of plans with external contractors and Animal Managers and nominated staff with regards to special requirements for each species of animal. • To liaise with and assist outside contractors on development projects with materials, services etc.
5. Landscape Development	• The Maintenance & Development Manager is responsible for all landscape development projects under guidelines established by the SLT. • To manage all landscaping projects undertaken by contractors, volunteers and subsidised workers, and delegate supervision of these projects as necessary. • To liaise closely with the Animal Collection Managers’ and their staff on all landscaping and tree planting activities within animal areas.
6. Maintenance of Grounds	• The Maintenance & Development Manager is responsible for maintaining a high standard of visual appearance of grounds and landscape, and to ensure that the following programmes are undertaken: publicly accessible spaces such as toilets are cleaned daily; picnic and barbecue areas maintained; all lawns and public grassed areas are mowed, watered and fertilised as required. • To ensure that general garden maintenance, weed spraying etc, is undertaken as required. • All paths and roads are swept, graded and resurfaced as required. • All water lines, control valves and other plumbing is maintained and repaired as required. • All structures (seating, handrails, viewing platforms, fencing etc.) are checked regularly and repaired promptly if required. • To ensure control programmes are in place in relation to noxious weeds and pests, e.g. rabbits, feral cats, broom, gorse, etc.
7. Maintenance of Vehicles	• The maintenance of vehicles and equipment is of particular importance at OWP and special attention is to be given to preventative maintenance. It will be the Maintenance & Development Manager’s responsibility to ensure that all vehicles receive regular maintenance. • To liaise with outside firms for repairs and maintenance on vehicles and equipment as required. • To ensure a high standard of maintenance of all tools and equipment, particularly irrigation and pumping plant. • To oversee the use of all tools and equipment and to ensure that adequate safety standards are maintained.

8. Maintenance of Animal Enclosures	• Due to the containment and security aspects involved, high priority will be given to the prompt maintenance of all animal enclosures. It will be the Maintenance & Development Manager's responsibility to assist the Animal Collection Managers' and their staff in meeting these maintenance requirements. • Where possible maintenance and containment and welfare-related repair requirements for all animal enclosures should be given a priority over regular maintenance work. • Under normal circumstances no animal enclosures are to be entered into or worked in by any staff without prior approval of the Animal Collection Managers' or appropriate animal team member. • To ensure effective repair and maintenance capabilities, a reasonable supply of adequate tools and materials should be on site at all times.
9. Purchasing of Goods and Services	• As all expenditure is tightly controlled, prior approval must be sought before obtaining any significant goods or services that is not within budget parameters. • All goods and services are to be purchased through any defined procurement and requisition system within established budget guidelines. • Along with other SLT, the Maintenance & Development Manager will assist the CEO in the preparation of annual budgets, with reference to repairs and maintenance requirements. • The Maintenance & Development Manager will arrange for the collection of all goods and materials required from outside the Park that cannot be delivered at a cost effective rate by independent transport operators.
10. Security and Fire Prevention	• With the high fire risk in and around OWP during the summer months, every precaution must be paid to fire prevention programmes. • The Maintenance & Development Manager will be the senior staff member responsible for fire prevention and control. • A prevention programme is to always be in place to ensure all firefighting equipment is maintained to a high standard and all Park staff are made aware of its location and trained in its use.
11. Firearms: Pest Control and Emergency Response Team (ERT) Manager	• Provide leadership, coordination and oversight of all firearms-related operations to ensure safe, lawful, and effective practice across the organisation. • Maintain full compliance with firearms legislation, licensing requirements, auditing processes and organisational policies. • Oversee training, competency assessments, and readiness of all authorised firearms personnel, ensuring skills are current and appropriate to operational needs. • Ensure firearms, ammunition and related equipment are securely stored, properly maintained, regularly inspected, and accurately recorded.

- Lead or support firearms use during emergency or high-risk situations, conducting post-incident reviews and implementing continuous improvements.

General

- To attend management meetings and make a positive input as part of the Trust management team.
- To manage the Maintenance & Development agreed annual budget effectively.
- To comply with the Park's Health & Safety Policies at all times and ensure safety checks are carried out as required by the schedule.
- Any other tasks or activities that may be required within the role from time to time.

Key Challenges of the Position:

- Coordinating contractor, deliveries and projects across a busy organisation with many moving parts.
- Driving change and bringing people onboard, ensuring they have the knowledge and skill to help meet intended objectives.
- Accessing sensitive areas, often across different teams' challenging schedules and workloads, located across a large park and with changing and competing priorities.

Key Benefits:

- Working in a dynamic, supportive environment with a team that values creativity and collaboration.
- Competitive salary.
- Opportunities for professional development and industry event participation.
- The chance to make a positive impact on people, wildlife conservation and education.
- The chance to work at an exciting location with incredible native and exotic species onsite.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Signed: _____
[First name, last name]

Date: _____

Person Specification

Formal Education:

- A trade qualification in carpentry, building, mechanical engineering, electrical work, plumbing, or a related technical field.
- OR a tertiary qualification in facilities management, asset management, engineering, or construction management.
- (Desirable) Health & Safety certifications, such as:
 - NZQA Health & Safety Unit Standards
 - Site Safe, First Aid, or equivalent workplace safety credentials

Specialist Training and Experience:

- 5+ years' experience in maintenance, facilities management, or engineering roles, preferably in a large or complex operational environment such as a zoo or wildlife setting, tourism environment, parks or reserves management or similar.
 - Strong background in mechanical, electrical, or building systems maintenance.
 - Proven experience in developing and implementing preventative maintenance programs.
 - Knowledge of health and safety regulations and compliance requirements.
 - Familiarity with asset management systems and maintenance scheduling software.
 - Experience managing contractors and vendor relationships.
 - Understanding of budget planning, cost control, and resource allocation.
 - Project management experience for maintenance and development initiatives.
- Industry-specific experience (e.g., tourism, zoo, or large-scale public facilities) is desirable but not essential.

Specific Knowledge & Skills for the Position:

- Strong understanding of mechanical, electrical, plumbing, and building systems maintenance.
- Knowledge of preventative and predictive maintenance practices.
- Familiarity with health and safety regulations, compliance standards, and risk management.
- Proficiency in using Computerized Maintenance Management Systems (CMMS) and scheduling tools.
- Ability to read and interpret technical drawings, schematics, and manuals.
- Strong problem-solving and diagnostic skills for complex equipment and infrastructure issues.
- Budgeting and cost-control skills for maintenance operations.
- Competence in project management, including planning, execution, and reporting.
- Excellent communication and interpersonal skills for coordinating with internal teams and external contractors.
- Ability to manage multiple priorities and work under pressure in a dynamic environment.
- Knowledge of sustainability practices and energy efficiency in facility management.
- IT literacy, including Microsoft Office Suite; familiarity with building automation systems is an advantage.

Personal Qualities:

- Ability to think strategically and make sound, timely decisions.
- Strong leadership skills with the ability to motivate and guide a diverse team.
- High level of integrity and accountability.
- Excellent problem-solving skills and adaptability in dynamic environments.
- Strong attention to detail and commitment to quality standards.
- Resilience and a positive attitude when managing challenges.
- Ability to work collaboratively across departments and foster positive relationships.
- Effective communicator with the ability to explain technical issues clearly to non-technical stakeholders.
- Strong planning and organizational skills to manage multiple priorities.
- Commitment to health and safety and continuous improvement.
- Ability to remain calm under pressure and resolve conflicts constructively.