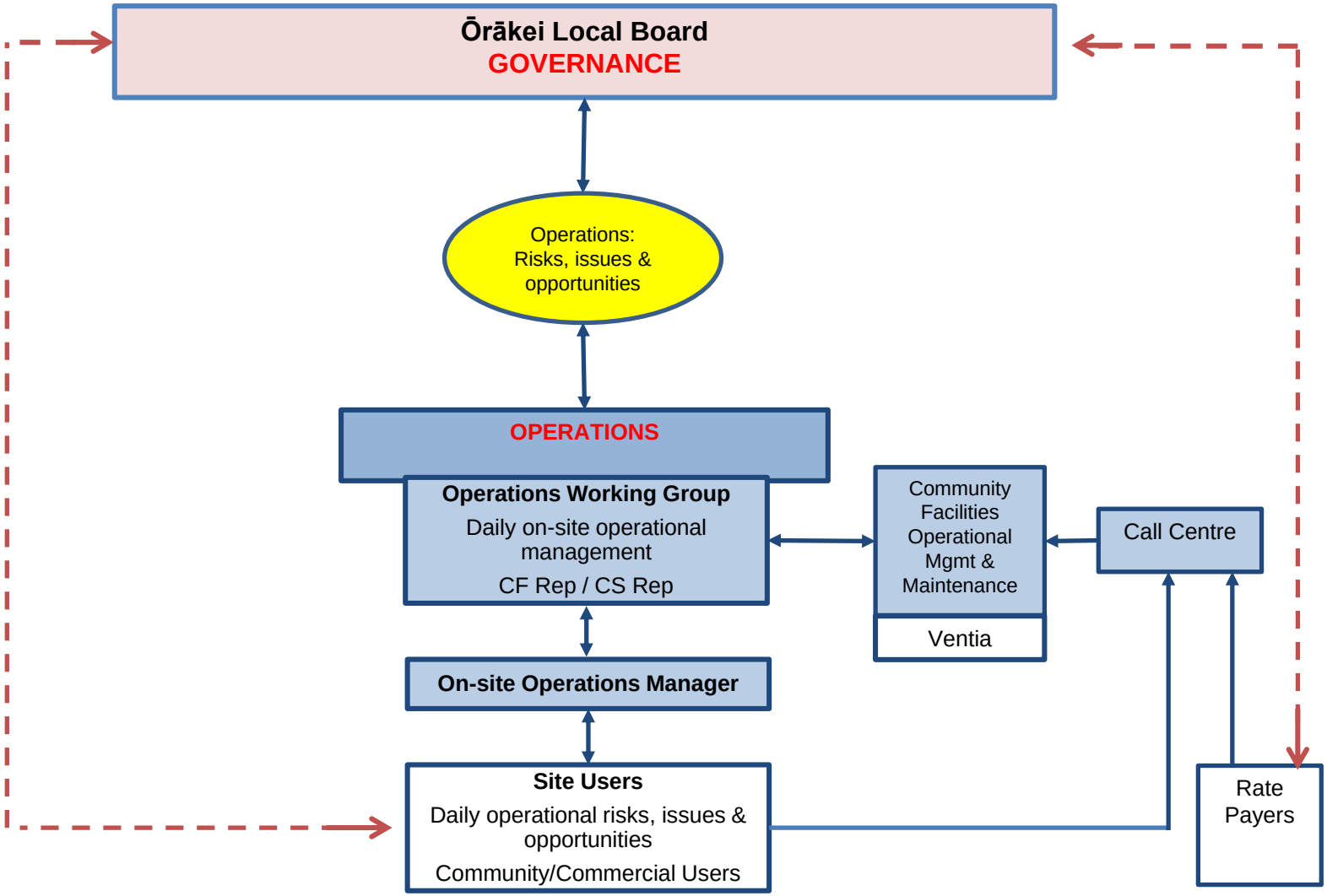
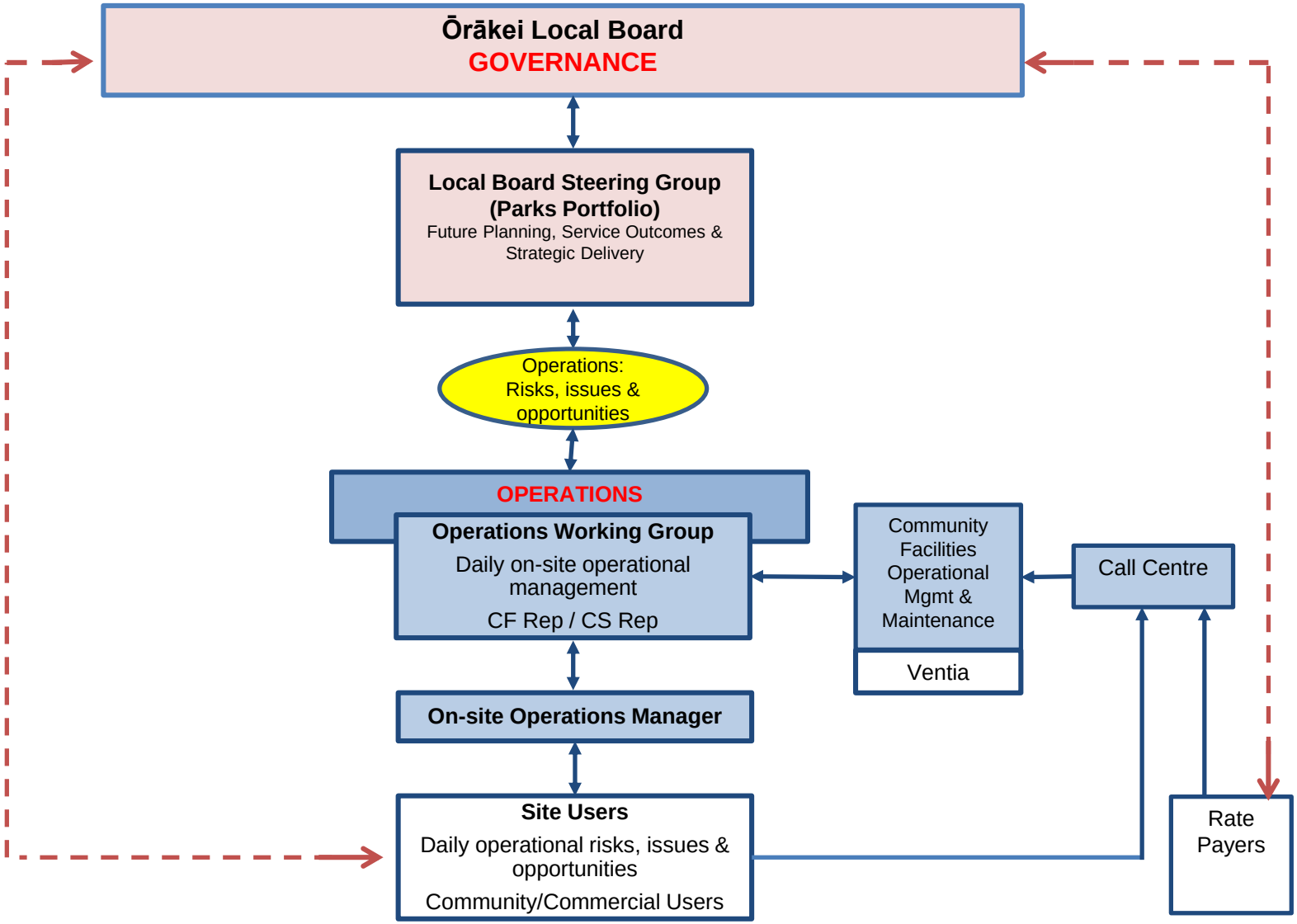
# Option 2- Operational Management Model – The Landing



# Option 3 - Operational Management Model – The Landing



# Operations Working Group

## Community Services Rep

Responsible for identifying and realising the community service outcomes for the site with the Local Board. Led by Service Programmes (PSR Portfolio Manager) with engagement of SMEs depending on the issue.

**PSR- Community Parks and Places**

- Responsible for defining and developing outcomes and services to be delivered within the parks network.

**PSR- Active Recreation**

- Leads the activation of the council's spaces and places and seeks opportunities to further enhance current service levels.

**Arts, Community and Events (ACE)**

- Provide services, programmes, events and facilities that strengthen and connect communities.

**Service Strategy and Integration (SS&I)**

- Co-develops and drives strategy and integration opportunities across the Community Services directorate, including service and asset solutions.

## On-site Operations Manager

All day-to-day operational risks, issues and opportunities are to be channeled via the on-site operations manager in the first instance.

Community Services & Community Facilities work with the on-site Operations Manager on daily operational issues, meeting monthly and reporting to the Ōrākei Local Board Steering Group.

## Community Facilities Rep

Responsible for operational management via respective representative within the Operations Division. Led by Commercial Leasing & Businesses with engagement of SMEs from below depending on the issue.

**Operational Management & Maintenance (OMM)**

- Responsible for any asset operational issues and the upkeep of the site.

**Commercial Leasing & Businesses (CL&B)**

- Contract management that provides potential non-rates revenue generation from the asset.

**Stakeholder & Land Advisory**

- Manages the community leases, advises on land designation/use and undertakes stakeholder advisory.

**Investigation & Design (I&D)**

- Investigate and design solutions for the assets to deliver service outcomes.

**Asset Management Intelligence Support (AMIS)**

- Provides asset information, condition assessments as is needed.

**Project Delivery**

- Deliver renewals or new builds if there is a project with a budget.

## Site Users/Stakeholders