

## ECCT Facilities Principles Checklist: 5. Management & Ongoing Operations

Facility Lifecycle Stage:  
Design, Construct, Operate

**Objective:** To ensure **suitable management and operating practices** are in place so the facility is used as intended once open. Good management, maintenance, and operational practices are essential to ensure the longevity of the asset and value for the investment. Planning for the operation of the facility must happen before handover.

Principle	Considerations
<b>Operating arrangements</b>	<p><b>How well are preparations progressing for the management, maintenance, and operation of the facility?</b></p> <p>The group have considered operational arrangements so the facility can run successfully when complete. For example:</p> <ul style="list-style-type: none"> <li>Operational governance and management roles/responsibilities have been developed and are documented, including relationships with partners and the community</li> <li>Operating models for how the facility will be run, including appointment of operators, employing staff, or provisions for volunteer management, etc.</li> <li>Ongoing management practices, policies, and other documentation, including facility management activities, operating hours, costs, hire/lease, booking systems, health &amp; safety, etc.</li> <li>Programming and use, including the ability of target users and/or the community to access the facility and programming which reflects demand and use modelling (see Community Need checklist #2)</li> <li>Asset management and maintenance schedules and budgets have been developed (see Financial Sustainability checklist #6)</li> </ul>
<b>Reporting &amp; monitoring</b>	<p><b>Will the facility be used as intended?</b></p> <ul style="list-style-type: none"> <li>The group have a clear idea of what success will look like for their facility, and can communicate this. This can be used to identify whether the facility has met its intended objectives, and may include development of targets or performance measures to track progress or impact <ul style="list-style-type: none"> <li><i>Ideally, this report will be tailored to the project and the operational and governance needs of the facility. It should include measures to identify participation, access, or connection activities that will be provided to meet ECCT's post-project reporting requirements (see grant reporting template).</i></li> </ul> </li> <li>Reporting and monitoring practices are in place to optimise building use, ensure objectives are being met, and to make decisions about improvement and renewal.</li> </ul>
<p><b>Process Considerations:</b> Planning for the operation of the facility must happen before handover, taking the following into consideration: personnel needed, the way customers are welcomed and how they can be made to feel safe and comfortable in the new building, and information customers may need about the new facility, its activities, or its new location.<sup>1</sup> The level of evidence required depends on the size and complexity of the facility.</p>	

<sup>1</sup> Sport NZ, (2017), Community Sport & Recreation Development Guide), <https://sportnz.org.nz/assets/Uploads/SNZ-Com-Facilities-Guide-2017-2.pdf>