

POSITION DESCRIPTION

Position Title:	Administration Team Leader		
Reporting to:	Delivery Manger - Auckland		
Direct reports:	4	Location:	Auckland
Indirect reports:	0		
Date created:	August 2024	Date last updated:	September 2024

About Us | Mō Mātou

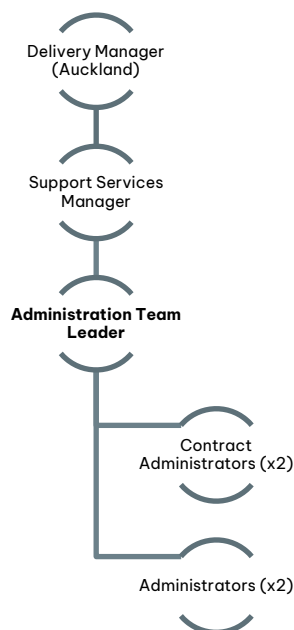
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

Towards 2030 is Citycare Property’s strategy that defines the ideal future state or our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the “**High5**”. These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

Primary Focus | Te Arotahi Matua

The purpose of this role is to effectively, efficiently and pro-actively carry out the administration required to support the business operations of Citycare Property. This role is a key link between the operational and financial sections of Citycare Property, providing support and assisting with providing financial knowledge to the business in relation to the Auckland sector.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>People Leadership</p>	<ul style="list-style-type: none"> • Leads and motivates direct reports to ensure frameworks are simple and clear, and supportive of the business strategy and objectives and which support our values of We Discover, We Deliver, We Care. • Consistently leads in accordance with the core values and leadership expectations of Citycare Property and helps others to embrace these behaviours: <ul style="list-style-type: none"> ○ Puts People First ○ Has a Growth Mindset ○ Delivers Results ○ Builds Connections ○ Is Adaptable • Regularly reflects on and assesses own performance to ensure direct reports and teams are being led in the most appropriate and successful way. • Creates a high-performance focused culture through personal leadership, teamwork, and the development of individual accountability for performance. • Fosters open and positive culture where employees input is encouraged, and differences are resolved constructively. • Promotes and maintains a culture that achieves a high level of morale within the business and encourages performance, productivity, openness, employee satisfaction and trust. • Maintains a positive and committed team through the implementation of HR policies, performance management, effective communication, and employee recognition. • Develops strong engagement with customers, colleagues, and stakeholders. • Participates in leading and communicating Citycare Property’s values, directions, and expectations to all team members. • Coaches and mentors direct reports to improve their skills and effectiveness. Removes roadblocks and is an effective decision maker. • Participates as an active member of the Social Infrastructure team, contributing to discussions and collaborating with colleagues to support achievement of overall objectives. • Influences using fit for purpose metrics and data, and strong relationships throughout the business.
<p>Delivering the “Toward 2030” Strategy through the “High5” priorities</p>	<ul style="list-style-type: none"> • Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: <ol style="list-style-type: none"> 1. We are for Social Infrastructure 2. We are a Good Kiwi Company 3. People and Their Safety are at the Heart of Everything We Do 4. We deliver a World-Class Service 5. We Build, Operate, Maintain, and Renew.
<p>Contract Administration</p>	<ul style="list-style-type: none"> • Monitoring of all paperwork flows and reports required to support our operational and contractual requirements. • Receiving and answering queries from customers. • Ensure CAS is kept up to date and process any new subcontractor/supplier requests • Ensure meeting minutes are done at any required meetings • Ensure access key register is maintained and the ordering of any keys

Timesheet processing/Payroll processing	<ul style="list-style-type: none"> • Processing of time sheeting into payroll/job-costing systems. • Maintenance and co-ordination of training databases. • Maintenance of accident register.
Claiming and Invoicing	<ul style="list-style-type: none"> • Invoicing of jobs as appropriate. • Preparation of/or completion of claims – including calculation and maintenance of databases. This it to be carried out with a high degree of independence. • Closing of jobs.
Finance Tasks	<ul style="list-style-type: none"> • Ensuring that the monthly Income Distribution Journals are processed. • Ensuring that the processing of Filebound invoices are completed in a timely manner and that the monthly Filebound invoice accrual is collated & processed. • Ensuring open PO's are followed up and closed off if no longer required • Prepare financial and non-financial reports on an as required basis for Managers.
Organisational Citizenship	<ul style="list-style-type: none"> • Upholds and exemplifies Citycare Property's Values every day. • Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities. • Undertakes all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to business expectations. • Participates in the implementation of sustainability and environment initiatives within the business. • Upholds and complies with approved Citycare Property's policies, plans, and programmes. • Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role. • Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience. • Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely. and supports the best interests of the business. • Establishes and maintains credibility and respect by building strong working relationships across the business. • Develops and supports colleagues, being quick to identify and problem solve any issues.
Additional Duties	<ul style="list-style-type: none"> • Any other duties of a similar type, as required by the Employer. • From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment. • Manage the day-to-day office administration including pool car management, catering, support with events/room bookings etc.. • Provide business support to the relevant Managers & Operational Teams as required.

Health, Safety and Wellbeing | Te Whare Tapa Whā

All kaimahi are responsible for and required to:	<ul style="list-style-type: none"> • Be personally responsible for your own and others' Health, Safety and Wellbeing at work. • Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way. • Be familiar with Health, Safety and Wellbeing procedures.
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	<ul style="list-style-type: none"> • Always establish and insist upon safe methods and safe practices. • Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes. • Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.
All People leaders are personally accountable for:	<ul style="list-style-type: none"> • Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment. • Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. • Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies. • Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident. • Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Delivery Manager ○ Operational Managers and Supervisors ○ Finance Team ○ Operational Staff ○ Support function staff, including Finance, Administration, People. ○ Other Divisional and Branch Staff as required.
External	<ul style="list-style-type: none"> • Customer(s). • Operational Managers • Supervisors • Clients • Tenants. • Building Users. • Approved Subcontractors. • External Suppliers. • General public and business affected by contractors. • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

Essential	<ul style="list-style-type: none"> • School Certificate or NCEA Level 2 or higher education or learning.
Ideal	<ul style="list-style-type: none"> • Business or administration qualification (no specific discipline)

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Previously led an administration or accounts payable/receivable team. • Demonstrated capability through past employment experience and/or relevant qualifications. • Demonstrated experience working in a collaborative environment with multiple teams.
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	<ul style="list-style-type: none"> • Demonstrated problem solving skills. • Experience in using Microsoft Office (in particular intermediate with Excel and Word). • Financial Understanding as you will be responsible for customer claims and reporting.
Ideal	<ul style="list-style-type: none"> • Experience in Building Services / Facilities Management environment is advantageous but not necessary.

Agreement | Whakaaetanga

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

Signed by Kaimahi (Employee):

Date:

Signed on behalf of the Employer:

Date:

Disclaimer | Te Whakakape

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.