

POSITION DESCRIPTION

Position Title:	Administrator		
Reporting to:	Customer Service & Relationship Manager		
Direct reports:	0	Location:	Ōtautahi (Christchurch)
Indirect reports:	0		
Date created:	4 February 2025	Date last updated:	

About Us | Mō Mātou

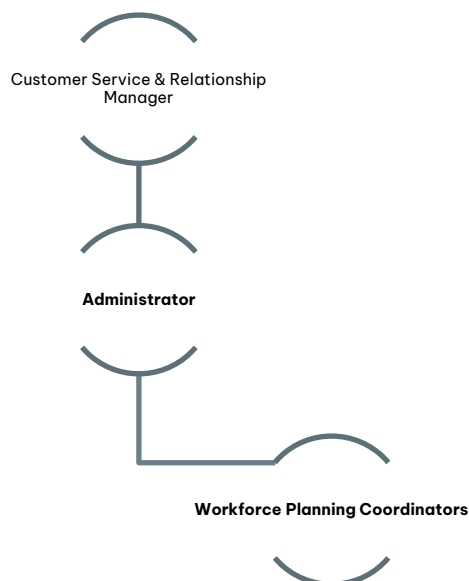
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver,** and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 700 kaimahi (employees).

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

This role primarily focuses on managing financial transactions, overseeing purchase orders, ensuring accurate cost allocations, providing administrative support, and fostering collaborative relationships to ensure the efficient and professional operation of the business.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Contributing to the “Toward 2030” Strategy through the “High5” priorities	<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.
Administration	<ul style="list-style-type: none"> • Create, manage, and update purchase orders including tracking and providing information to managers • Answer accounts payable and other queries as required • Utilise CCL in house and other software systems e.g.CEM, EM2, My Timesheet, Blueprint, Pronto and Benchmark as required. • Prepare and submit journals for cost allocation as necessary • Provide support to the wider administration team on an ‘as required’ basis • Process subcontractor and supplier invoices as required • To prepare and present fortnightly/monthly claims and complete financial reconciliations as required • Assist with improvements in the management of costs • Provide debtor management support • Assist in collating and producing monthly client reporting dashboard • Running reporting and insights into data as required. • Quality Control of job details and billing to client.
Communication & Relationships	<ul style="list-style-type: none"> • Works collaboratively with others, 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. • Quickly establish and build strong working relationships with others. • Develops and support team members, be quick to identify and problem solve any issues.
General	<ul style="list-style-type: none"> • Ensures compliance with approved Citycare Property’s policies, plans and programmes. • Undertakes all personal development and competency training to stay current and able to deliver the changing requirements of the role. • Undertakes all other duties as reasonable required from time to time.
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.

	<ul style="list-style-type: none"> 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.

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. 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"> Workforce Planning Wider Administration team Delivery Manager Customer Service & Relationship Manager 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). 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">• NCEA Level 2 or School Certificate equivalent
Ideal	<ul style="list-style-type: none">• Business Administration course or diploma

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none">• Proven administration experience, preferably working in a contracting related industry• Excellent written and oral communication and reporting skills• Attention to detail• Advanced user of Word, PowerPoint, Excel, and Outlook.
Ideal	<ul style="list-style-type: none">• Good understanding of Contract Administration requirements• Proven ability to drive and maintain operational improvements and efficiencies.

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.