

POSITION DESCRIPTION

Position Title:	Area Supervisor		
Reporting to:	Operations Management – Area Manager		
Direct reports: Indirect reports:	11	Location:	Tāmaki Makaurau (Auckland)
Date created:	26 February 2026	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 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

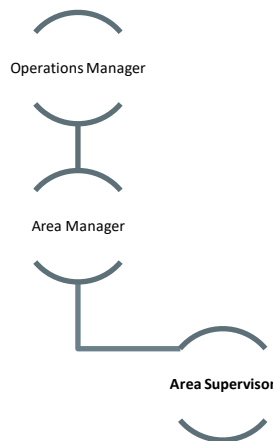
Towards 2030 is Citycare Property’s strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the “**High5**”. These five priorities provide clear direction on what will 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

To be responsible for supervision of maintenance and project deliverables including:

- Programming of plant, materials and staff/subcontractors to achieve budget returns for the business and compliance
- Leading, supervising and training staff to ensure competence
- Health and Safety compliance ensuring all Citycare Policies and Procedures are followed
- Maximising contract financial returns by improving operational efficiency, customer and staff relationship management,
- Asset management achieving contractual KPIs and monthly targets

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

People Leadership	<ul style="list-style-type: none"> • Leads and motivates direct reports to ensure simple, clear frameworks aligned with business strategy and values: We Discover, We Deliver, We Care. • Will consistently demonstrate the following Leadership Expectations: <ul style="list-style-type: none"> ○ Puts People First: Prioritises well-being, fosters strong relationships, empowers and uplifts others, and drives innovation. ○ Growth Mindset: Focuses on continuous learning, sets ambitious goals, drives improvement creating value for stakeholders, and fosters customer centricity. ○ Delivers Results: Is accountable, reliable, and consistently achieves objectives. ○ Builds Connections: Communicates effectively, builds relationships, proactively collaborates and fosters inclusive engagement. ○ Adaptable: Acts decisively amid change and disruption, leads others through organisational shifts • Will promote and maintain High Performance and a Positive Culture: <ul style="list-style-type: none"> ○ Reflects on own performance, to identify necessary shifts ensuring alignment with leadership standards. ○ Promotes a positive culture of morale, performance, productivity, and trust. ○ Maintains team commitment through People and Culture policies, performance management, communication, and recognition. ○ Communicates Citycare Property’s values, strategy, and expectations. ○ Collaborates across the business to support overall objectives.
Delivering 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.
Daily Key Task Management	<ul style="list-style-type: none"> • Daily: timesheets / flexi purchase / supplier invoices / job sign off / job planning / quoting • HSE: work site general inspection or high-risk check (4 per month). • Lead: participate and manage staff and subcontractors HSE contract and company compliance and targets. Subcontract audits to be done as per scheduled matrix. • Audit and Compliance: contract quality audits • Contract Deliverables: to specification and in line with contract key performance indicators – monitor rounds-based activities to ensure up to date, monitor ‘aged jobs’, health and safety compliance: hazard identification and management (permit to work / JSEA / risk assessment). • Monitor and Communicate: data management (productivity, grass growth, chemical, plant hours) reporting requirements (weekly client reports, information for inclusion in monthly report) • Project Management: support self-delivery team growth by reviewing team capabilities in the first instance. Quick quote turnaround time – communicate deadline to suppliers. • Planning: proactive organised approach to maximise efficiencies and deliverables at each site visit. • Champion: drive innovative approach and cost saving alternatives to deliverables. • Opportunities: drive and lead a proactive approach to additional revenue opportunities. • Cost Management: recovered hours; LEAN PPM resource deployment; best price supply. • Financial Target: actively manage teams financial target outputs and resulting gross margin – provide feedback. • WIP: maintain up to date sign off to achieve less than 60-day target and reduce monthly total.
Excellence with People	<ul style="list-style-type: none"> • One team approach to deliverables - success is not created by one person but by a team that comes together as one. • Focus on building and maintaining professional, respectful and positive relationship with current or potentially new clients, public, suppliers and staff. • Actively promote customer focused approach to service. • Efficient and productive resource deployment to maximise output – communicate target /goals

	<ul style="list-style-type: none"> • Motivate, mentor, develop and train staff to achieve efficiency and productivity gains. • Encourage ownership and support staff engagement by providing regular feedback. • Actively performance manage staff to achieve desired outputs. • Celebrate and showcase success of staff/team with the branch and wider Citycare Group. • Interact with other teams within the branch and nationally to open potential opportunity. • Manage and follow company process for all HR matters: recruitment, inductions, staff performance, competency and training requirements, subcontractor engagement and management. • Follow 'Delegated Authority – Operations' company policy for all financial tasks. • High staff retention rates. • Promptly respond to any administrative queries to meet their deliverables. • Any other duties as directed by the Manager.
Branch Growth & Profitability	<ul style="list-style-type: none"> • Identify, drive and manage profitable revenue opportunities organically or new. • Drive team to meet and/or exceed revenue and profitability targets by actively reviewing and managing financial target and resulting gross margin. • Understand and ensure contract specification and basis of payment are aligned correctly and accurately claimed. • Monitor supplier cost rates for accuracy and negotiation / review alternatives.
Innovation & Information Management	<ul style="list-style-type: none"> • Proactive to seeking alternatives and/ or improvements in deliverables. • Accurate and on-time completion and maintenance of business management systems management processes and subsidiary systems that apply companywide or as per contract specification. • Maintain links with industry organisations, suppliers and subcontractors. • Proactively attain knowledge of new industry methods or processes and apply to situations where applicable.
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.

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.
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<p>All People leaders are personally accountable for:</p>	<ul style="list-style-type: none"> • Refuse to do work if you deem it to be unsafe and notify relevant people accordingly. • 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.
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Key Relationships | Ngā Hononga Matua

<p>Internal</p>	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Operations Manager ○ Area Managers (BM, OSM, Sub-Contractors) ○ Operational Staff ○ Support function staff, including Finance, Administration, People. ○ Other Divisional and Branch Staff as required.
<p>External</p>	<ul style="list-style-type: none"> • Customer(s). • Subcontractors. • External Suppliers. • General public and business affected by contractors. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

<p>Essential</p>	<ul style="list-style-type: none"> • Relevant qualification or certification
<p>Ideal</p>	<ul style="list-style-type: none"> • National Certificate applicable to role

Experience | Ngā Pukenga

<p>Essential</p>	<ul style="list-style-type: none"> • Relevant experience – minimum of 5 years in the industry with a sound knowledge of Horticulture and Turf Management practices. • High standard of customer service. • Excellent verbal and written communication skills. • Proven ability to lead, manage, motivate and communicate with others effectively. • Proven ability in good time management, planning, process management and managing and measuring deliverables. • Proven ability to drive and maintain operational improvements and efficiencies. Encourage teams to generate Opportunities for Improvement (OFI), assess and input into OFI template. • Health, Safety and Environmental Management - working knowledge of Health and Safety at Work Act. Demonstrated high level of commitment to quality and HSE. • Computer literate, systems and applications.
<p>Ideal</p>	<ul style="list-style-type: none"> • Contract management experience. • Human resources management skills • Previous exposure in the parks maintenance industry • Continuous improvement experience / lean management • Excellent knowledge of plant recognition and identification.

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.