

POSITION DESCRIPTION

Position Title:	Asset Management & Technical Services Lead		
Reporting to:	Head of Facilities Management		
Direct reports:	7	Location:	Ōtautahi (Christchurch)
Indirect reports:	0		
Date created:	August 2024	Date last updated:	August 2026

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).

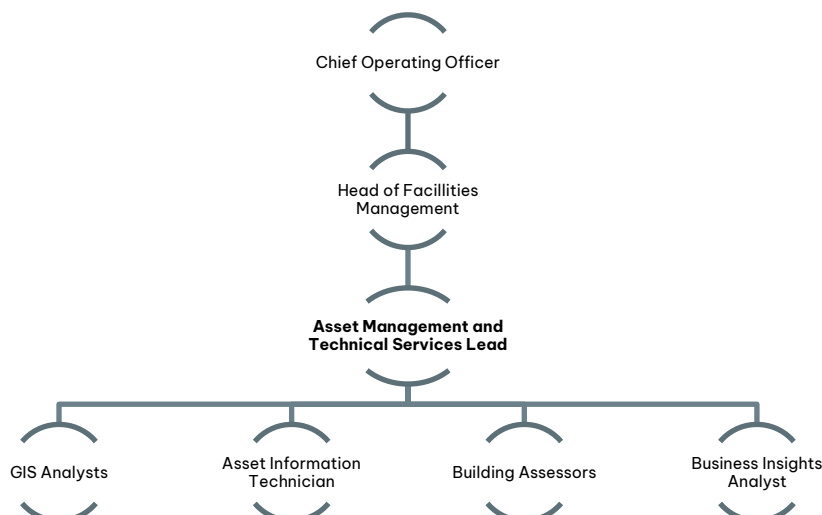
Towards 2030 is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the **"High5"**. These five priorities provide clear direction on what will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

This role leads the Technical Services Delivery services team for Citycare Property with a core focus on Asset Management and ensures that our current contractual obligations, with regards to Asset Management, are being met or exceeded. It is expected that the position also innovates and demonstrates growth in the technical services area, either through the provision of complimentary services or of new/existing services to new and existing customers. The role leads the GIS and BWoF functions and is tasked with exploring the expansion and growth of these services.

This position will ensure that we are up to date with industry trends, best practice in Asset Management, ISO 550001, meta-data standards, treasury ICR, BI tools/techniques.

Your Team | Tō Kapa



People Leadership	- 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: 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: - 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 the "Toward 2030" Strategy through the "High5" priorities	- Decisions and actions taken are made in alignment with Citycare Property's strategic priorities: - We are for Social Infrastructure - We are a Good Kiwi Company - People and Their Safety are at the Heart of Everything We Do - We deliver a World-Class Service - We Build, Operate, Maintain, and Renew.
Asset Management Strategy	- Develops and implements an Asset Management Strategy that ensures the delivery of our current contractual obligations, and which will include additional offerings that might add value to our customer relationships (new and existing). - Seeks feedback on the strategy from internal stakeholders like Delivery Managers. - Ensures that the strategy is well communicated and understood. - Ensures that the strategy is implemented and that key strategic commitments are met and reported on - Ensures that Delivery Managers understand asset management principles and supports the development of targeted maintenance programmes for minor and vertical capital works. - Ensures that information supporting Asset Management is readily accessible to stakeholders i.e., training manuals, AM guidelines, new ideas etc. - Develops an Asset Management Policy that meets the requirements of ISO 55001.

	• Consults with Delivery Managers on new contracts which contain asset management components to ensure that we can achieve the contractual requirements. • Leads any ISO 55001 certification required at Citycare Property.
Asset Condition Assessments	• Develops training documentation for field staff and sub-contractors that supports their ability to assess asset condition, attributes, and performance when on site. • Delivers training to field staff and sub-contractors on how to make assessments and follows up. • Builds a framework whereby asset condition assessments are conducted regularly during reactive and planned maintenance cycles. • Ensures that asset condition is reported in the Job Management System or similar.
Asset Management Improvement Plans / Maintenance Intervention Strategies	• Develops templates for Asset Management Improvement Plans and Maintenance Intervention Strategies. • Implements Asset Management Improvement Plans and Maintenance Intervention Strategies applicable to individual contracts. • Tracks specific actions that will help improve contract performance or customer experience. • Support Delivery Managers with the development and ongoing management of Maintenance Intervention Strategies.
Additional Technical Services	• Ensures that additional technical services that we offer (i.e. GIS, BWoF etc.) are performing to best practice expectations and that we have opportunities to improve and grow these services with existing and new customers. • Is tasked with assessing new technical services that we may offer to the market (i.e. Digital Twins) and make recommendations for inclusion. • Ensures a high level of external and internal customer service in the delivery of technical services.
Customer Engagement & Solutions	• Is viewed by Customers as the Asset Management subject matter expert for Citycare Property. • Helps to develop a clearly articulated customer narrative for our technical services and asset management offering and works collaboratively to develop promotional material to support that narrative. • Proactively develops and manages relationships across key customer organisations, ensuring multilevel relationships and enabling ease of feedback, communication and decision making. • Attends any Asset Management customer meetings and provides expert input at these meetings. • Works closely with customers to understand their asset management requirements both within the contract and as an additional service(s). • Identifies solutions to Customer's Asset Management challenges and opportunities. • Trouble shoots any escalated issues regarding Asset Management.
Communication & Relationships	• Builds trusted and effective relationships with Managers, senior leaders, customers and other key stakeholders. • Establishes credibility as a trusted adviser through sound judgement, technical expertise and reliable delivery. • Provides clear, practical and commercially focused advice to support operational and strategic decision-making. • Influences and supports stakeholders to resolve complex issues and achieve effective business outcomes. • Develops and maintains effective internal and external networks that support the delivery of Asset Management objectives. • Works independently and exercises sound judgement, while consulting and escalating appropriately where required.

	Provides timely, accurate and relevant information to senior Managers to support informed decision-making.
Data & Reporting	- Ensures that there is a standardised, consistent, and well understood data lexicon regarding Asset Management. - Provide subject matter expertise to tenders and EOLs. - Provides critical thinking and data analysis as required to support contract delivery. - Provides expert advice on any data integration issues between Citycare Property's Job Management system and a customer's system. - Identifies new systems, apps, and data capture tools that are required to improve the delivery of Asset Management services. - Supports Operations to report on Asset Management service performance and any related KPIs. - Ensures that customer data insights are delivered through the development of customer facing dashboards and reporting (i.e. PowerBI). - Develops customer insight reports into improved planned maintenance cycles that will enhance the lifecycle of an asset based on reactive maintenance required and condition assessments undertaken.
Organisational Citizenship	- 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	- 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:	- 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.
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	• 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:	• 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	• All Citycare Property kaimahi including: ○ Executive Leadership Team ○ Delivery Manager ○ Divisional Managers (BM, OSM, Sub-Contractors) ○ Minor Capital Works Team ○ Operational team members ○ Support function team members, including Finance, Administration, People & Culture ○ Other divisional and branch team members as required.
External	• Customers • Facilities Management • Tenants • 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	• A bachelor's degree in business administration, operations management, or a similar field
Ideal	•

Experience | Ngā Pukenga

Essential	• Extensive experience (ideally 5 years+) in Asset Management or similar • Experienced people leader with capability driving high levels of performance and engagement. • Demonstrated capability driving efficiency and process improvement. • Digitally savvy and technologically astute.
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	• Excellent analytical and problem-solving skills with a focus on making data-driven decisions. • Strong, proven project management skills; ideally within a multi-project context. • Strong customer service ethos. • Experience with ISO 55001 accreditation. • Excellent communicator and collaborator with high level of written and oral communication skills. • Strongly capable in managing stakeholder relationships across an organisation. • Innovative and forward thinking. • Strong alignment to Citycare Property's core values.
Ideal	•

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.