

POSITION DESCRIPTION

Position Title:	Building Assessor		
Reporting to:	National FM Lead		
Date created:	26 April 2023	Date last updated:	4 th July 2023
Direct reports:	0	Location:	Ōtautahi (Christchurch)

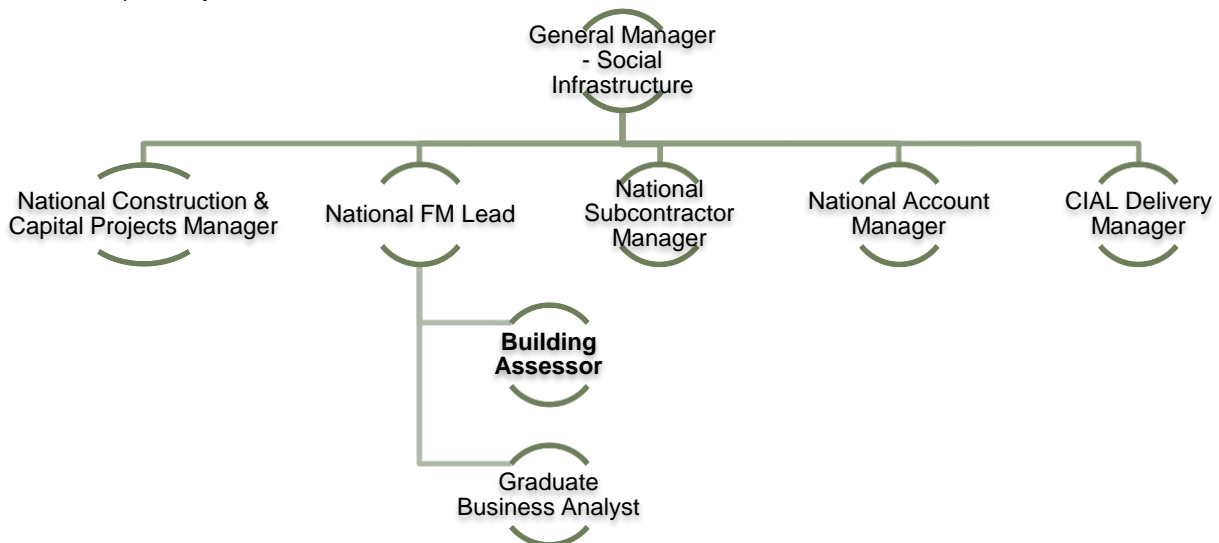
About Us | Mō Mātou

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). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its subsidiary, Spencer Henshaw.

Primary Focus | Te Arotahi Matua

The Building Assessor focuses on assisting the National FM Lead in delivering Citycare Property's Asset Management program and conducting asset assessment activities. It involves developing client data reports and dashboards, exploring software opportunities to enhance data analytics and improve the customer experience. Additionally, it entails providing technical reports on building condition, estimating costs, and offering remedial maintenance recommendations to ensure the integrity of buildings.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Good Kiwi Company	<ul style="list-style-type: none"> Leads the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices. Adheres to 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 Citycare Property's expectations. Leads the implementation of any sustainability and environment initiatives with the business unit. Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.
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<p>Asset Condition Assessment</p>	<ul style="list-style-type: none"> • Collaborate with the National FM Lead and Contract Managers to execute Citycare Property's Asset Management program and perform asset building condition assessment activities for contracts. • Analyse client data and develop reports/dashboards to improve data presentation to customers. • Stay updated with software opportunities, both domestic and overseas, to enhance data analytics and improve the customer experience. • Assist the wider asset management team in delivering asset assessment projects for clients nationwide. • Prepare technical reports on building condition, including repair cost estimates and annual maintenance checks, while adhering to building codes. • Provide pre-contract estimation, costing, and remedial maintenance reports to ensure the long-term integrity of buildings. • Develop Asset Management opportunities for our nationwide customers, aligned with our ISO55000 accreditation, by delivering presentations and utilising new analytical tools.
<p>Project Administration and Support</p>	<ul style="list-style-type: none"> • Collaborate with the National FM Lead and Contract Managers to develop and enhance project management systems to improve efficiency and productivity. • Foster a culture of innovation within the company to meet the evolving needs of our customers. • Gain a comprehensive understanding of all Citycare Property Systems related to Project Management. • Implement contract requirements and specifications as outlined in contract documents. • Maintain accurate records of contract operations, client discussions, and notifications for future reference in settling contract claims or disputes. • Respond proactively to client requests and those directed by the National FM Lead and Contract Managers. • Provide accurate reports on project progress to the National FM Lead and Contract Managers.
<p>KPI Management</p>	<ul style="list-style-type: none"> • Track performance against contract Key Performance Indicators (KPIs) and report internally and externally. • Develop performance improvement plans as required to enhance service delivery. • Collaborate with operational teams to implement improvement plans.
<p>Productivity Gains & Efficiencies</p>	<ul style="list-style-type: none"> • Identify opportunities for continuous improvement in service, productivity, and efficiency. • Evaluate and recommend technologies that can improve operational productivity. • Continuously seek ways to enhance the contract service for the benefit of both the company and the client.
<p>Communication</p>	<ul style="list-style-type: none"> • Ensures the National FM Lead is kept informed of incidents or issues as they arise. • 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.
<p>Relationships</p>	<ul style="list-style-type: none"> • Establish credibility and build strong working relationships with Managers, team members, and clients. • Solve operational and strategic issues using a pragmatic and commercially sound approach. • Develop and support team members, quickly identifying and problem-solving any issues that arise. • Inspire confidence in senior Managers through timely delivery of information, while also working independently and consulting when necessary.

	<ul style="list-style-type: none"> • Demonstrate the ability to develop and maintain effective networks and key relationships. • Build and maintain effective working relationships with existing and new clients. • Investigate customer requests regarding new opportunities and business growth, promoting a positive image of Citycare Property externally, and maintaining good relationships with the public.
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.
Additional Duties	<ul style="list-style-type: none"> • Any other duties of a similar type 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 responsibility for	<ul style="list-style-type: none"> • Be personally responsible for their 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 the 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 Managers are personally accountable for	<ul style="list-style-type: none"> • For the Health, Safety and Wellbeing performance for work areas over which they have control. • For their continued management competence in Health, Safety and Wellbeing. • By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. • Ensure all Health, Safety and Wellbeing requirements are always adhered to. • Appropriately manage overall Health, Safety, Environment and Wellness. • Ensure that work is performed in a safe manner and in a safe environment. • Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.

Qualifications | Ngā Tohu Mātauranga

Ideal	<ul style="list-style-type: none"> • Relevant certifications or professional qualifications in asset management or building maintenance.
Essential	<ul style="list-style-type: none"> • Construction Management, or a related field.

Experience | Ngā Pukenga

Ideal	<ul style="list-style-type: none"> • Certification or professional qualification in asset management or building maintenance. • Experience in ISO55000 accreditation and its application in asset management. • Project management experience, including contract management and compliance. • Strong presentation skills for delivering effective client presentations. • Leadership experience and the ability to develop and support team members. • Proven track record in developing and maintaining effective client relationships. • Familiarity with continuous improvement methodologies and practices. • Ability to develop and maintain networks and key relationships. • Knowledge of relevant industry technologies and trends. • Advanced problem-solving skills, with the ability to solve both operational and strategic issues.
Essential	<ul style="list-style-type: none"> • Proven experience in asset condition assessment, building maintenance, or a similar role. • Familiarity with building codes, regulations, and industry standards. • Experience in data analysis, technical report preparation, and cost estimation for building repairs and maintenance. • Proficiency in utilizing analytical software and tools. • Knowledge of project management systems and processes. • Strong communication skills, both verbal and written. • Ability to work independently and consult appropriately when needed. • Strong problem-solving and decision-making skills. • Knowledge of health and safety regulations and compliance. • Advanced user of Word, PowerPoint, Excel, and Outlook. • Excellent written and verbal communication skills.

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Chief Executive Officer. ○ Executive Leadership Team. ○ All Managers. ○ Head of People.
External	<ul style="list-style-type: none"> • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Signed by the Employee:

Date:

Signed on behalf of Employer:

Date:

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.