

POSITION DESCRIPTION

Position Title:	Contract Administrator		
Reporting to:	Contract Delivery Manager		
Direct reports: Indirect reports:		Location:	Wellington
Date created:	14 Dec 2023	Date last updated:	27/03/2025

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.

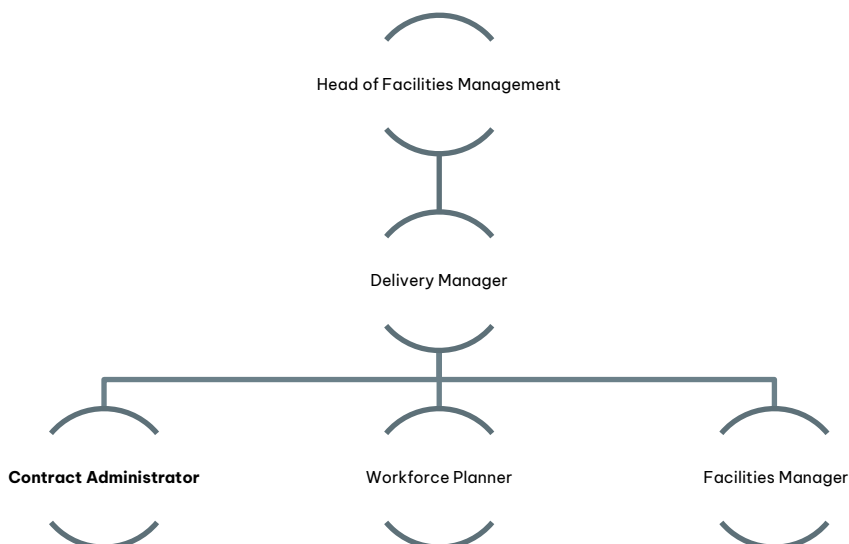
Primary Focus | Te Arotahi Matua

The Contract Administrator will develop and lead the execution to provide Contract Administration and General Administration support to the Facilities Management Contract Management function. The work will include working as part of a team to continually improve.

Focusses for the Contract Administrator will include:

- Effectively and efficiently managing claiming and invoicing administration
- Delivering excellence in contract service
- Managing a customer relationship in line with Citycare’s policies and procedures

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.
Contract Administration	<ul style="list-style-type: none"> • Lead customer contract claiming and invoicing administration. • To prepare and present fortnightly/monthly claims and complete financial reconciliations as required • Utilise CCL in house and other software systems e.g.: CAM, CEM, My Timesheet, Blueprint, Pronto and Benchmark as required. • Undertake quality checking for accuracy of claims and invoicing activities. • Assist with contract queries efficiently and ensuring prompt response. • Escalate any risks or issues that are identified to the Delivery Manager. • Manage and maintain the contract folders, files and documents. • Undertake business analysis including process mapping, requirement gathering, as well as participating in the solution design process • Prepare data for monthly reports and contractor meetings • Work closely with managers to improve efficiency and productivity, • To encourage innovation within the company and its services to continue to meet the needs of our clients
Additional Administration (as and when required)	<ul style="list-style-type: none"> • Provide Agenda and Minute Recording services as requested • Provide word processing support for the Team. • Receive and answer queries from customers and internal clients • Proofread documents & manuals as requested to ensure accuracy of composition, spelling & grammar. • Assist with invoicing when necessary • Assist with collection of weekly timesheets. • Assist with Purchase Orders as required.
Customer / Business Relations	<ul style="list-style-type: none"> • Build and maintain effective working relationships with clients to maximise profitable future work. • Respond and investigate customer requests when required in a timely and professional manner
Subcontractor Management Support	<ul style="list-style-type: none"> • Support Delivery and Facilities Managers in preparing quotes. • Liaising with Delivery Managers to ensure that subcontractors are compliant with the necessary requirements to undertake work on the Contract. • Liaising with Delivery Manager and facilities managers to ensure that all contractors engaged to work have completed required security clearances and site-specific inductions
Health, Safety and Policy Compliance	<ul style="list-style-type: none"> • Assist with the contractor accreditation system (CAS) to ensure compliance in accordance with system and business process requirements • Assist to ensure that city Care’s H&S policies are always complied with.
Financial	<ul style="list-style-type: none"> • Lead the preparation and submit monthly claims.

	<ul style="list-style-type: none"> • Assist with improvements in the management of direct costs within the division. • Assist with end of month finance processes • Comply with Citycare policies, procedures and Delegated Authorities.
Productivity Gains and efficiency	<ul style="list-style-type: none"> • Actively encourage continuous improvements in service, productivity and efficiency for the mutual benefit of the client and Citycare Property • Nominate and encourage technologies that provide for leaps in operational productivity • Drive and utilise best practices and innovations by sharing relevant information, technological advancements, processes and successes which may assist business development, industry standards and client service
Other duties	<ul style="list-style-type: none"> • Promote the image of Citycare Property by encouraging staff to provide good customer relations and a customer focused service • To undertake other duties as directed by the manager in a timely and accurate manner
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.
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	<ul style="list-style-type: none"> • 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 ○ Divisional Managers ○ 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). • Subcontractors. • 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"> • None
Ideal	<ul style="list-style-type: none"> • Minimum 3 years' experience • Business administration or accounting qualification

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Proven Administration experience, preferably as a contracts administrator working in a contracting related industry
Ideal	<ul style="list-style-type: none"> • Experience with Facilities Management and Building Maintenance contracts. • Experience / knowledge of contract finances – month end, claim processes etc. • Experience with managing subcontractor claims and invoicing

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.