

POSITION DESCRIPTION

Position Title:	Contracts Support		
Reporting to:	Contract Manager		
Date created:	13 May 2024	Date last updated:	
Direct reports:	0	Location:	Ōtautahi (Christchurch)

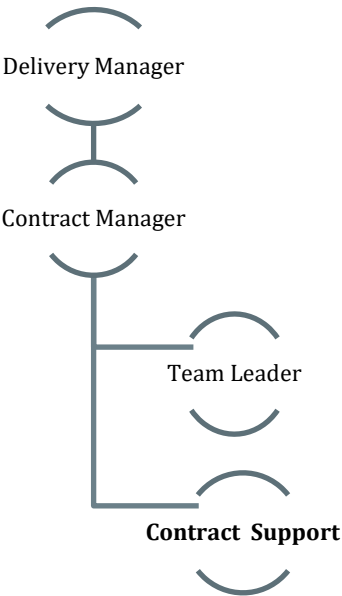
About Us | Mō Mātou

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**. City care 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

Provide Contract support across the Citycare Property Local Government contracts. The role will work directly with the Contract Manager and the wider team to continuously improve contract delivery and customer service. Data analysis and reporting to gain insights on our productivity, efficiency and quality

Your Team | Tō Kapa



## Key Accountabilities | Ngā Kawenga Takohanga

<b>Good Kiwi Company</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Leads the implementation of any sustainability and environment initiatives with the business unit.</li> <li>Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.</li> <li>Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely and supports the best interests of the business.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>Quickly establishes credibility and respect and build strong working relationships with Managers.</li> <li>Solves both operational and strategic issues through a pragmatic and commercially sound approach.</li> <li>Develops and support team members, be quick to identify and problem solve any issues.</li> <li>Inspires confidence of senior Managers through timely delivery of information. Works independently but consults where appropriate.</li> <li>Demonstrates ability to develop and maintain effective networks and key relationships.</li> </ul>
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>Provide support to Contract Manager.</li> <li>Produce accurate contract reports including CCG, Monthly Maintenance Reports e.g. HVAC, Trade and other Compliance, Client Monthly Reports and Ad-Hoc reporting.</li> <li>Continual focus on improving Client and Citycare Contract Reporting.</li> <li>Support Contract Manager in any contract changes, liaising with the wider Citycare Business.</li> <li>Ensure contract files and Dashboard Reports are current and accurate.</li> <li>Ensure Contract Manager is aware of risks to key contract performance indicators and client expectations.</li> <li>Create and maintain Issues and Initiatives logs.</li> <li>Run Weekly Reports as required e.g. Quality Audits, Vehicle Checks etc.</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>Provide support to projects as required.</li> </ul>
<b>Financials</b>	<ul style="list-style-type: none"> <li>Support Contract Manager with Financial analysis for continuous improvement and contract compliance.</li> <li>Support Contract Manager and the operational team with financial reporting to ensure it is accurate and delivered on time.</li> <li>Assist Administration and Financial teams with the understanding and delivery of Financials.</li> <li>Demonstrate commercial acumen towards all contracts.</li> </ul>
<b>Customer/Business/Subcontractor relations</b>	<ul style="list-style-type: none"> <li>Provide an excellent level of service to key clients.</li> <li>Create CEM User Guide for subcontractors and provide training.</li> <li>Maintain Register for Client Access Cards and keys support a customer centric culture in delivering excellence by; <ul style="list-style-type: none"> <li>Build and maintain effective working relationships.</li> </ul> </li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>Ensures compliance with approved Citycare Property's policies, plans and programmes.</li> <li>Undertakes all personal development and competency training to stay current and able to deliver the changing requirements of the role.</li> <li>Undertakes all other duties as reasonable required from time to time.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>Any other duties of a similar type required by the Employer.</li> <li>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.</li> </ul>

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### Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsibility for</b>	<ul style="list-style-type: none"> <li>Be personally responsible for their own and others' Health, Safety and Wellbeing at work.</li> <li>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.</li> <li>Be familiar with the Health, Safety and Wellbeing procedures.</li> <li>Always establish and insist upon safe methods and safe practices.</li> <li>Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li> <li>Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.</li> </ul>
<b>All Managers are personally accountable for</b>	<ul style="list-style-type: none"> <li>For the Health, Safety and Wellbeing performance for work areas over which they have control.</li> <li>For their continued management competence in Health, Safety and Wellbeing.</li> <li>By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>Ensure all Health, Safety and Wellbeing requirements are always adhered to.</li> <li>Appropriately manage overall Health, Safety, Environment and Wellness.</li> <li>Ensure that work is performed in a safe manner and in a safe environment.</li> <li>Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> </ul>

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### Qualifications | Ngā Tohu Mātauranga

<b>Ideal</b>	<ul style="list-style-type: none"> <li>Tertiary qualification</li> <li>Proven ability to drive and maintain operational improvements and efficiencies</li> <li>Experience working in a job management system</li> <li>Good understanding of Facilities maintenance Administration and Accounting requirements</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>Experience in Contract Support</li> <li>Power BI</li> <li>Data analytics and trend identification</li> <li>Advanced Microsoft Office skills essential (especially Word, Excel, Data Query)</li> <li>Excellent written and oral communications and reporting skills</li> <li>Attention to details</li> </ul>

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**Experience | Ngā Pukenga**

<b>Ideal</b>	<ul style="list-style-type: none"><li>• Experience with local or central government full facility maintenance contracts.</li><li>• Proven ability to lead, manage, motivate, improve performance, and communicate (written and verbal) with others</li></ul>
<b>Essential</b>	<ul style="list-style-type: none"><li>• Proven experience working in a contracting related industry.</li><li>• Financial and Commercial Exposure</li><li>• Strong interpersonal skills with the ability to build strong relationships.</li><li>• Self-motivated and driven towards commercial success.</li><li>• Sound commitment to HSE, quality assurance and environmental management.</li><li>• Proactive and self-motivated – looking to do things to support before they become an issue.</li><li>• Commitment to a high standard of customer service</li><li>• Strong alignment to Citycare's values</li></ul>

**Key Relationships | Ngā Hononga Matua**

<b>Internal</b>	<ul style="list-style-type: none"><li>• All Citycare Property kaimahi including:<ul style="list-style-type: none"><li>• Contract Manager</li><li>• Delivery Manager</li><li>• Divisional Manager BM</li><li>• Divisional Manager OSM</li><li>• BWoF &amp; Compliance Specialist</li><li>• Building Maintenance Team</li><li>• Open Spaces Team</li><li>• Workforce Planning Team</li><li>• Finance Team</li><li>• Technology Team</li><li>• Administration Team</li></ul></li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Specialist external consultancies and provider.</li><li>• Professional bodies.</li><li>• Industry stakeholders.</li><li>• Other miscellaneous stakeholders and supplier</li></ul>

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**Disclaimer | Te Whakakape**

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.