

## POSITION DESCRIPTION

<b>Position Title:</b>	Delivery Manager – Wellington		
<b>Reporting to:</b>	General Manager – Local Government		
<b>Date created:</b>	April 2023	<b>Date last updated:</b>	April 2024
<b>Direct reports:</b>	3	<b>Location:</b>	Wellington

### 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 Delivery Manager – Wellington will develop and lead the execution of growth and effective, profitable delivery of the Wellington Local Government business unit in accordance with overall Citycare Property objectives.

This position exists to lead the delivery and growth of the operation that services the Wellington Region contract within the Local Government Division. In doing this, you will be responsible for overseeing the day-to-day operations of a business unit, ensuring the smooth and efficient functioning of all departments, and continuously improving processes to drive growth and profitability.

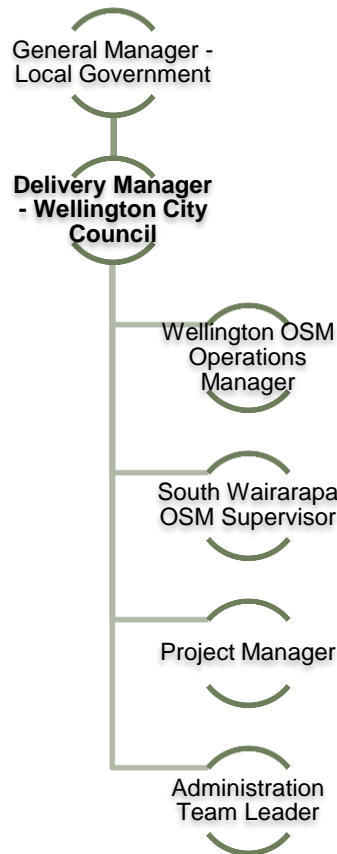
As the key leader of the Wellington Region delivery unit, you will develop operational plans and lead their execution, taking overall accountability for the P&L of the unit and ensuring that this positively contributes to the financial, strategic and commercial performance of Citycare Property as a whole.

You will develop and manage key stakeholder relationships, internal and external, that positively impact on the achievement of business objectives and will work collaboratively to uncover and convert new, valuable business opportunities for the Wellington business unit.

Focusses for the Delivery Manager – Wellington Region will include:

- Drive commercial performance of the Wellington Region business unit in accordance with the Local Government division and Citycare Property strategic objectives through expert people, operational and project leadership.
- Drive continuous process improvement across all functions within the Wellington Region business unit.
- Develop and manage key stakeholder relationships that impact on the success of the Wellington Region business unit.
- Ensure that any risks – safety, commercial, people, plant etc. are understood and eliminated or reduced through prudent mitigation strategies.
- To ensure that the Wellington Region's needs are met with regard to its Broader Outcome and Sustainability objectives.
- Grow commercial and new business opportunities for the Wellington Region business unit.
- Ensure that the contract(s) with Wellington Region are optimised for commercial return.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p><b>Good Kiwi Company</b></p>	<ul style="list-style-type: none"> <li>• Contributes to 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 within 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>
<p><b>People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Provides visible and energetic leadership with a focus on driving excellence across the Local Government team.</li> <li>• Plans and aligns work to maximise productivity, delivery, quality, and continuous improvement, through effective use of technology platforms.</li> <li>• Holds the Local Government team to account through a relentless focus on delivery and outputs.</li> <li>• Attracts and selects diverse and high calibre talent into the Local Government team.</li> <li>• Develops direct reports and future identified leaders ensuring individual development pathways are aligned with business focus and strategic direction.</li> <li>• Develops and encourages collaboration across the broader business.</li> <li>• Fosters an engaged and high performance, solutions focussed culture across the team.</li> </ul>
<p><b>Operational Leadership</b></p>	<ul style="list-style-type: none"> <li>• Develops robust operational strategies, plans and budgets that align with the overall objectives of Citycare Property and leads the successful</li> </ul>

	<p>implementation of all operational strategies and plans; ensuring performance expectations are clear, progress is monitored, and achievement is reported.</p> <ul style="list-style-type: none"> <li>• Drives commercial performance and continuous process improvement to meet or exceed set targets.</li> <li>• Oversees the operating budget and financial results on a monthly and/or project basis; ensuring objectives are met, challenges are mitigated, and gaps explained, analysed and resolved.</li> <li>• Through leadership of the multi-functional unit, ensures all functions are appropriately resourced to enable delivery and achievement of budgets, project milestones and overall objectives.</li> <li>• Through data-led decision making, drives a culture and approach of continuous process improvement; ensuring lessons-learned are utilised to enhance performance and processes deliver improved results every time.</li> <li>• Ensures compliance with all regulations, laws, and company policies.</li> <li>• Ensures the values of Citycare Property are embedded into all processes, systems, and approaches and that the business unit operates in a way that is consistent with being a 'Good Kiwi Company'.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ensures the General Manager – Local Government is kept informed of incidents or issues as they arise.</li> <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>Project Management</b>	<ul style="list-style-type: none"> <li>• In alignment with the Local Government annual plan and overall objectives of Citycare Property, develops and leads the execution of a programme and project framework that ensures a high level of project and programme governance, definable project and programme milestones and achieves objectives.</li> <li>• Ensures the values of Citycare Property are embedded into all processes, systems, and approaches.</li> <li>• Effectively leads and/or coaches' cross functional teams to achieve project and programme milestones.</li> <li>• Measures progress and reports on delivery as required.</li> <li>• Holds close customer relationships with Wellington Region and through this relationship grows and expands the project delivery capability and capacity within the delivery unit to meet the needs of the customer both inside, and external to, the allocated region.</li> </ul>
<b>Contract Management</b>	<ul style="list-style-type: none"> <li>• Has intimate knowledge of the contract(s) in place with the customer and possesses the commercial acumen to optimise the appropriate clauses in the contract to our commercial advantage.</li> <li>• Has robust system systems in place to ensure timely renewals, applications for contract triggered increases etc. are raised.</li> <li>• Meets or exceeds contract KPIs and reports on these to the customer, Citycare Property and the Board, as requested.</li> <li>• Escalates any contractual issues to legal counsel as and when necessary.</li> <li>• Is fully aware of all contractual obligations and implements, programmes and processes to ensure these are met.</li> <li>• Is the primary point of escalation for any contractual issues raised internally or by the customer.</li> </ul>

<p><b>Strategic business development and growth</b></p>	<ul style="list-style-type: none"> <li>• With the support of the General Manager - Local Government, develops and leads the execution of an annual plan for the Wellington Region business unit that delivers profitable business growth in accordance with the overall strategy of Citycare Property.</li> <li>• Utilises key business development experts, the General Manager - Strategic Growth, the General Manager - Corporate Services and the General Manager – Transformation and Innovation to support the business development initiatives and market investigation.</li> <li>• Actively maintains a comprehensive understanding of the market, trends and other relevant economic information that may impact on the business unit and Citycare Property.</li> <li>• Utilises National Tendering function to support the preparation of strategic tender documentation.</li> <li>• Reports on achievement of business development and growth targets as required.</li> <li>• Is continuously positioning the customer and the contract for renewal and continues to strive to delight and exceed expectations.</li> <li>• Is driven to pursue an additional region in Wellington, should this become an opportunity, by continuously proving value as the best practice contractor in South Wellington.</li> </ul>
<p><b>Relationship Management (Customers / Stakeholders)</b></p>	<ul style="list-style-type: none"> <li>• Proactively develops and manages relationships across the key client's organisation, ensuring multilevel relationships and enabling ease of feedback, communication and decision making.</li> <li>• Proactively develops and manages relationships with key stakeholders and strategic partners to ensure and support robust information flow and communication between all parties.</li> <li>• Establishes trusted and effective internal relationships with key stakeholders who provide support or steering services to the delivery unit.</li> <li>• Keeps up to date on Industry happenings and ensure internal and external clients are kept informed.</li> <li>• Builds strong internal relationships to ensure market information flows freely within the organisation.</li> <li>• As requested, supports the development of strategic tenders and proposals.</li> <li>• Promotes a programme of cultural competence and ensures that employees are honouring the Citycare Property policy around Te Titiriti o Waitangi, particularly when working with stakeholders.</li> </ul>
<p><b>General</b></p>	<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>
<p><b>Additional Duties</b></p>	<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>

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

<p><b>All kaimahi are responsibility for</b></p>	<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> </ul>
--	---

	<ul style="list-style-type: none"> <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>

---

### Qualifications | Ngā Tohu Mātauranga

<b>Ideal</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>A bachelor's degree in business administration, operations management or a similar field.</li> </ul>

---

### Experience | Ngā Pukenga

<b>Ideal</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>Extensive experience (ideally 10 years +) as an Operations Manager or similar in the construction sector.</li> <li>Experienced people leader with capability driving operational excellence.</li> <li>Demonstrable capability driving operational efficiency and process improvement.</li> <li>Excellent analytical and problem-solving skills with a focus on making data-driven decisions.</li> <li>Strong, proven project management skills; ideally within a multi-project context.</li> <li>Exposure to business development and tendering for construction/maintenance projects.</li> <li>Excellent communicator and collaborator with high level of written and oral communication skills.</li> <li>Strongly capable in managing stakeholder relationships across an organisation.</li> <li>Innovative and forward thinking.</li> <li>Strong alignment to Citycare Property's core 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>Chief Executive Officer.</li> <li>Executive Leadership Team.</li> <li>All Managers.</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>

---

**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.