

POSITION DESCRIPTION

Position Title:	Delivery Manager		
Reporting to:	Head of Facilities Management		
Direct reports: Indirect reports:	3 0	Location:	Tāhuna (Queenstown)
Date created:	10 March 2025	Date last updated:	18 September 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

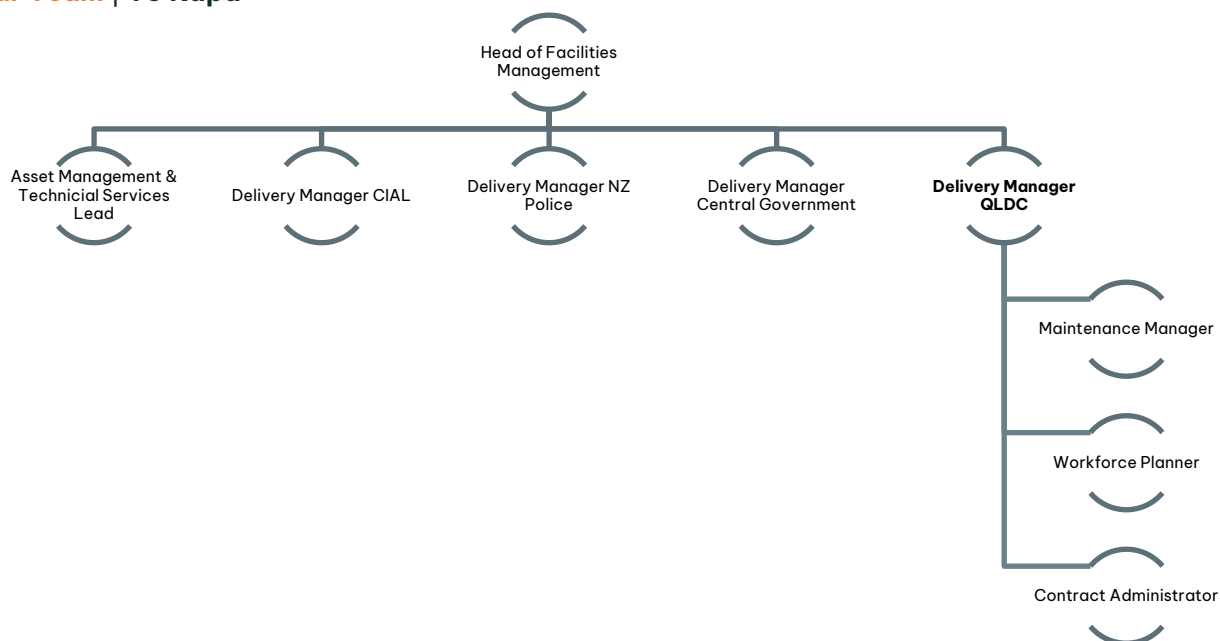
The Delivery Manager will develop and lead the execution of growth and effective, profitable delivery of the Customers Contract in accordance with overall Citycare Property objectives. This position exists to lead the delivery and growth of the operation that services the contract within Facilities Management delivery unit. In doing this, you will be responsible for overseeing the day-to-day operations of the Contract, ensuring the smooth and efficient functioning of all deliverables, and continuously improving processes to drive growth and profitability.

As the key leader of the Facilities Management delivery unit, you will develop operational plans and lead their execution, taking overall accountability for the P&L of the Contract 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 the achievement of business objectives and will work collaboratively to uncover and convert new, valuable business opportunities for this business unit.

Focusses for the Delivery Manager will include:

- Ensure successful delivery of facilities management services in scope of the Contract.
- Drive commercial performance of the Contract in accordance with the Facilities Management delivery unit and Citycare Property strategic objectives through expert people, operational, and project leadership.
- Develop and manage key stakeholder relationships that contribute to the success of the Contract
- Drive continuous process improvement across all functions.
- Ensure that any risks – safety, commercial, people, plant, etc., are understood and eliminated or reduced through prudent mitigation strategies.
- To ensure that the Customer needs are met with regards to its Broader Outcome and Sustainability objectives.
- Grow commercial and new business opportunities for the Facilities Management delivery unit.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

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.
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Delivering the “Toward 2030” Strategy through the “High5” priorities	- Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: 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.
Operational Leadership	- Develops robust operational strategies, plans and budgets that align with the overall objectives of Citycare Property and leads the successful implementation of all operational strategies and plans; ensuring performance expectations are clear, progress is monitored, and achievement is reported. - Drives commercial performance and continuous process improvement to meet or exceed set targets. - Oversees the operating budget and financial results, ensuring objectives are met, challenges are mitigated, and gaps explained, analysed and resolved. - Ensures all functions are appropriately resourced to enable delivery and achievement of budgets, milestones and overall objectives. - 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. - Ensures compliance with all regulations, laws, and company policies. - 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’.
Communication	- Ensures all key stakeholders are kept informed of incidents or issues as they arise. - Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely and supports the best interests of the business. - Ensures communication records are documented and stored in the appropriate location. - Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.
Relationships	- Quickly establishes credibility and respect and build strong working relationships with key stakeholders. - Solves both operational and strategic issues through a pragmatic and commercially sound approach. - Develops and supports team members, be quick to identify and problem solve any issues. - Inspires confidence of senior Managers through timely delivery of information and reports. - Demonstrates ability to develop and maintain effective networks and key relationships.
Delivery Management	- In alignment with the Facilities Management annual plan and overall objectives of Citycare Property, develops and leads the execution of a Contract that ensures a high level of delivery governance, and achieves objectives. - Ensures the values of Citycare Property are embedded into all processes, systems, and approaches.

	- Effectively leads and/or coaches' cross functional teams to achieve Contract deliverables. - Measures progress and reports on delivery as required. - Holds close customer relationships with customer and through this relationship grows and expands the delivery capability and capacity.
Contract Management	- 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 ensure all rights are exercised and all obligations are met. - Has robust system systems in place to ensure Contract deliverables are understood and tracked for progress and performance. - Meets or exceeds contract KPIs and reports on these to the customer, Citycare Property as required and as requested. - Escalates any contractual risks and issues as and when necessary. - Is the primary point of escalation for any contractual issues raised internally or by the customer.
Relationship Management (Customers/Stakeholders)	- Proactively develops and manages relationships across the key client's organisation, ensuring multilevel relationships and enabling ease of feedback, communication and decision making. - Proactively develops and manages relationships with key stakeholders and strategic partners to ensure and support robust information flow and communication between all parties. - Establishes trusted and effective internal relationships with key stakeholders who provide support or steering services to the delivery unit. - Keeps up to date on Industry happenings and ensure internal and external clients are kept informed. - Builds strong internal relationships to ensure market information flows freely within the organisation. - As requested, supports the development of strategic tenders and proposals. - 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.
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. • 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: ○ Operational Leadership Team. ○ Divisional Managers/Branch Managers ○ Facilities & project managers ○ Operational Staff ○ Site Manager ○ Quantity Surveyor ○ Health and Safety Representative ○ Support function staff, including Finance, Administration, People. ○ Other Divisional and Branch Staff as required.
External	• Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

Essential	• A degree in Facilities Management, Business Management, Operations management or a similar field.
Ideal	•

Experience | Ngā Pukenga

Essential	• Extensive experience (ideally 10 years +) as a Facilities Manager or similar in the Facilities Management sector. • Experienced people leader with capability driving operational excellence. • Demonstrable capability driving operational efficiency and process improvement. • Experienced with financial performance and P&L management. • Excellent analytical and problem-solving skills with a focus on making data-driven decisions. • 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.