

POSITION DESCRIPTION

Position Title:	Executive Assistant / Kaiawhina		
Reporting to:	Chief Executive		
Direct reports: Indirect reports:	0	Location:	Ōtautahi / Christchurch
Date created:	August 2025	Date last updated:	September 2026

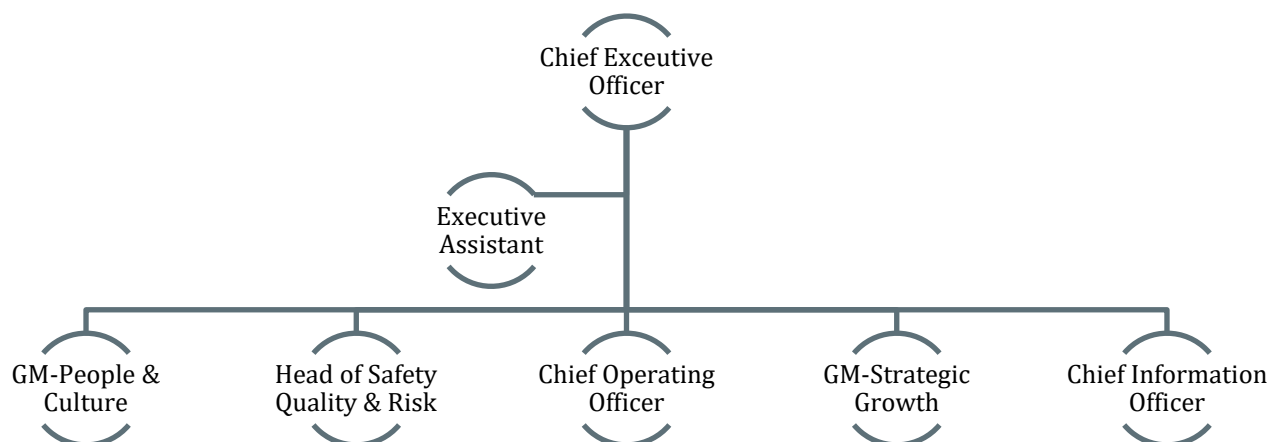
About Us | Mō Mātou

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

To provide administrative support and assistance to the Chief Executive (CE) to meet the Company's strategic goals and vision. The Executive Assistant also works closely with the Executive Leadership Team (ELT), Operational Leadership Team (OLT), and key stakeholders, to support the Citycare Property CE in their role.



Key Accountabilities | Ngā Kawenga Takohanga

Support for the Citycare Property CE, COO and Leadership Teams	- Provides high-level administration and executive support to the Citycare Property CE and supports ELT and OLT members, as required. - Undertakes financial coding tasks in Filebound, raises purchase orders and processes expense claims for the Citycare Property CE. - Undertakes project management of key CE office projects or other organisational projects, as required. - Liaises with key stakeholders on behalf of the CE. - Provides proactive in-depth diary management, including scheduling appointments, customer meetings, travel and functions for the CE. - Liaises with the ELT, OLT and other senior managers to coordinate information for reporting in a timely manner. - Organises events for the CE and the wider organisation. - Coordinates regular site visits for the CE alongside the ELT and OLT. - Makes and updates travel bookings for the CE, ELT and OLT, as required. - Creates agendas, takes minutes and logs and manages action items.
Reporting	- Is responsible for coordinating and drafting the CE Board reporting each month including any supplementary papers required. Works with the CE, COO and OLT to finalise reports for publishing. - Coordinates monthly operational management reporting for the ELT and OLT as required. - Updates the ELT and OLT MS Planners to ensure Business Plan KPIs are tracking and prepares quarterly reports for ELT. - Produces research to inform, thought pieces, business cases, information/discussion/decision papers.
Communications	- Prepares any ad hoc communications on behalf of the CE. - Prepares the CE Monthly Round Up email and sets up the CE AMA sessions and other communication. - Communicates with the ELT and OLT on meetings, events, and reporting requirements. - Drafts communications from the CE to the business. - Contributes to the Citycare Property newsletter. - Is an active user of Viva Engage and other comms platforms.

	• Seeks input from OLT and Senior Leaders as required on key projects and ensures feedback is considered. • Identifies opportunities for the reward and recognition of operational staff and escalates to the CE. • Develops presentations on behalf of the CE.
Stakeholder Events and Communication	• Provides a responsive service to Citycare Property's customers and staff on behalf of the CE. • Coordinates and attends ELT and OLT meetings, taking minutes and actions as required. • Prepares, formats and reviews a range of correspondence, documents and presentations to a high standard and in line with Citycare Property and the wider Citycare Group's communications brand standards. • Organises and attends off-site ELT and OLT team meetings across the country, including all hospitality and technical requirements, preparation of presentations and minute-taking as required. • Organises any roadshows and focus groups, including preparing presentations, attending and taking notes as required. • Supports the staff recognition and long service acknowledgements on behalf of the CE. • Organises the ELT and OLT Annual Strategy meetings.
Projects	• Coordinates and reports on Road to 5 via various mechanisms, monthly to Board, ELT and OLT. • Supports and coordinates any Business Plan projects.
Values and Purpose	• Upholds and exemplifies Citycare Property's Values every day and is committed to Our Purpose. • 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. • 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.
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	• 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.
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Key Relationships | Ngā Hononga Matua

Internal	• All Citycare Property kaimahi including: ○ Operational Leadership Team ○ Executive Leadership Team ○ Group CEO ○ Group CFO ○ Leaders of other Citycare Group businesses ○ Finance Team Members ○ Management Teams ○ Operational Staff ○ Support function staff, including Finance, Administration, People, Health & Safety. ○ Other Divisional and Branch Staff as required.
External	• Citycare Property's customers • PR and media companies • Legal representatives • Specialist external consultancies, auditors and providers. • Professional bodies. • Other miscellaneous stakeholders and suppliers.

Qualifications | Ngā Tohu Mātauranga

Essential	• University Entrance level education (NCEA Level 3)
Ideal	• Relevant tertiary qualification (HR/Comms/Commerce/Law)

Experience | Ngā Pukenga

Essential	• Minimum of 2-3 years' experience as an Executive/Personal Assistant and/or Administration. • Excellent standard of written and oral communication and interpersonal skills. • Excellent client and stakeholder relationship management skills. • Excellent computing and systems skills. • Good planning, organisational and problem-solving skills. • Integrity and sensitivity with confidential information. • Proactive, flexible and outcome-focused approach. • High attention to detail working under pressure.
Ideal	• Advanced computer skills, particularly using the full Microsoft Office Suite. PowerBI an advantage.

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 People and Culture Team.

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.