

POSITION DESCRIPTION

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| Position Title: | Executive Assistant / Kaiawhina | | |
| Reporting to: | COO Pou Whakahaere Mahi Tika | | |
| Direct reports: Indirect reports: | 0 | Location: | Ōtautahi / Christchurch |
| Date created: | August 2025 | Date last updated: | August 2025 |

About Us | Mō Mātou

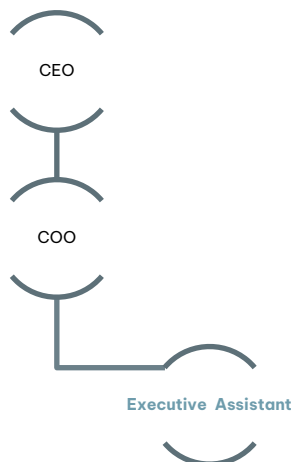
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver,** and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) 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

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

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

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| Support for the Citycare Property CE, COO and Leadership Teams | <ul style="list-style-type: none"> • Provides high-level administration and executive support to the Citycare Property COO and supports the OLT members, as required. • Undertakes financial coding tasks in Filebound, raises purchase orders and processes expense claims for the Citycare Property COO. • Undertakes project management of key COO office projects or other organisational projects, as required. • Liaises with key stakeholders on behalf of the COO. • Provides proactive in-depth diary management, including scheduling appointments, customer meetings, travel and functions for the COO. • Liaises with the Operational Leadership Teams and other senior managers to coordinate information for reporting in a timely manner. • Organises events for the COO and the wider organisation. • Coordinates regular site visits for the COO alongside the OLT. • Makes and updates travel bookings for the COO and OLT, as required. • Creates agendas, takes minutes and logs and manages action items. |
| Reporting | <ul style="list-style-type: none"> • Is responsible for the coordination and draft operational Board reporting each month. Works with the OLT to finalise reports for publishing. • Manages the Operational Performance Dashboard on behalf of the OLT and escalates any risks or exceptions i.e. Project Management utilisation. • Works with the business BAs on ad hoc reporting required to inform decision making. • Ensures H&S and Fleet KPIs (i.e. Safety Interactions and Vehicle Checks) are being met and communicates where there are exceptions for escalations. • Monitors PowerBI reporting for Fleet & Procurement and highlights areas requiring attention. • 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 | <ul style="list-style-type: none"> • Prepares any ad hoc communications on behalf of the COO. • Prepares the COO Monthly Round Up email and sets up the COO AMA sessions and other communication fora. • Communicates with the OLT on meetings, events, reporting requirements etc. • Drafts communications from the COO to the business and on behalf of the OLT. • Contributes to the Citycare Property newsletter. • Is an active user of Viva Engage and other comms platforms. • Leads the Customer NPS programme and Te Kounga Kiritaki and reports out as required. • Consolidates the key actions from The Dial for Operations into an annual workplan that is measured, managed and reported on. • Seeks input from Operations as required on key projects and ensures feedback is considered. • Identifies opportunities for the reward and recognition of operational staff and escalates to the COO. • Develops presentations on behalf of the COO. |
| Stakeholder Events and Communication | <ul style="list-style-type: none"> • Provides a responsive service to Citycare Property's customers and staff on behalf of the COO. • Coordinates and attends OLT meetings, taking minutes as required. |

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| | <ul style="list-style-type: none"> • 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 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 COO. • Organises the OLT Annual Strategy meetings. |
| Projects | <ul style="list-style-type: none"> • Coordinates and reports on Road to 5 via various mechanisms, monthly to OLT, monthly to ELT and Board. • Supports and coordinates any Business Plan projects or that are in relation to operational delivery. |
| Values and Purpose | <ul style="list-style-type: none"> • 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 | <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

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| 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. • 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

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| Internal | <ul style="list-style-type: none">• All Citycare Property kaimahi including:<ul style="list-style-type: none">○ Operational Leadership Team○ Executive Leadership Team○ Group CFO○ Leaders of other 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 | <ul style="list-style-type: none">• Management of Citycare’s subsidiary companies• Citycare Property’s customers• PR and media companies• PwC (Internal Auditors) and Audit NZ (External Auditors)• Legal representatives• Specialist external consultancies and provider.• Professional bodies.• Other miscellaneous stakeholders and suppliers |

Qualifications | Ngā Tohu Mātauranga

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| Essential | <ul style="list-style-type: none">• University Entrance level education (NCEA Level 3) |
| Ideal | <ul style="list-style-type: none">• Relevant tertiary qualification (HR/Comms/Commerce/Law) |

Experience | Ngā Pukenga

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| Essential | <ul style="list-style-type: none">• Minimum of 2-3 years’ experience as an Executive/Personal Assistant and/or Administration.• Minute-taking and reporting experience.• Excellent standard of written and oral communication and interpersonal skills.• Excellent client and stakeholder relationship management skills.• Excellent computing and systems skills, including Microsoft Suite and work order management software.• Good planning, organisational and problem-solving skills.• Integrity and sensitivity with confidential information.• Proactive, flexible and outcome-focused approach. |
| Ideal | <ul style="list-style-type: none">• 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 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.