

## POSITION DESCRIPTION

<b>Position Title:</b>	FM Contracts Manager		
<b>Reporting to:</b>	Christchurch Delivery Manager		
<b>Direct reports:</b> <b>Indirect reports:</b>	4 + 0	<b>Location:</b>	Ōtautahi- Christchurch
<b>Date created:</b>	October 2024	<b>Date last updated:</b>	23 May 2025

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### 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.

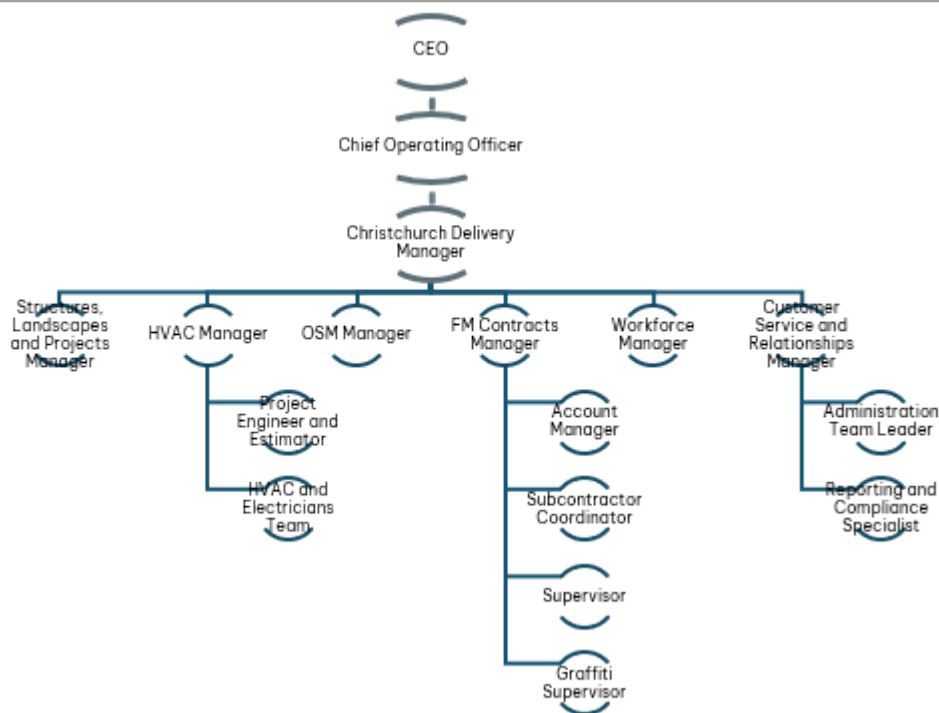
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### Primary Focus | Te Arotahi Matua

This role will be responsible for Facilities Maintenance Contracts Management, and other related Contracts e.g. Graffiti, including delivery of routine, reactive and ordered works. This role will be pivotal in ensuring that we maximise the performance of our Contracts, effectively manage the staff, coupled with meeting contractual deliverables and KPI's set out by the Delivery Manager.

Furthermore, the Facilities Maintenance Contracts Manager is responsible for Health and Safety, delivering quality work for customers and leading an engaged team who are focused on achieving the goals of Citycare Property.

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## Key Accountabilities | Ngā Kawenga Takohanga

<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Leads and motivates direct reports to ensure frameworks are simple and clear, and supportive of the business strategy and objectives and which support our values of We Discover, We Deliver, We Care.</li> <li>Consistently leads in accordance with the core values and leadership expectations of Citycare Property and helps others to embrace these behaviours:             <ul style="list-style-type: none"> <li>Puts People First</li> <li>Has a Growth Mindset</li> <li>Delivers Results</li> <li>Builds Connections</li> <li>Is Adaptable</li> </ul> </li> <li>Regularly reflects on and assesses own performance to ensure direct reports and teams are being led in the most appropriate and successful way.</li> <li>Creates a high-performance focused culture through personal leadership, teamwork, and the development of individual accountability for performance.</li> <li>Fosters open and positive culture where employees input is encouraged, and differences are resolved constructively.</li> <li>Promotes and maintains a culture that achieves a high level of morale within the business and encourages performance, productivity, openness, employee satisfaction and trust.</li> <li>Maintains a positive and committed team through the implementation of HR policies, performance management, effective communication, and employee recognition.</li> <li>Develops strong engagement with customers, colleagues, and stakeholders.</li> <li>Participates in leading and communicating Citycare Property's values, directions, and expectations to all team members.</li> <li>Coaches and mentors' direct reports to improve their skills and effectiveness. Removes roadblocks and is an effective decision maker.</li> </ul>
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	<ul style="list-style-type: none"> <li>Participates as an active member of the Social Infrastructure team, contributing to discussions and collaborating with colleagues to support achievement of overall objectives.</li> <li>Influences using fit for purpose metrics and data, and strong relationships throughout the business.</li> </ul>
<b>Delivering the “Toward 2030” Strategy through the “High5” priorities</b>	<ul style="list-style-type: none"> <li>Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities:               <ol style="list-style-type: none"> <li>We are for Social Infrastructure</li> <li>We are a Good Kiwi Company</li> <li>People and Their Safety are at the Heart of Everything We Do</li> <li>We deliver a World-Class Service</li> <li>We Build, Operate, Maintain, and Renew.</li> </ol> </li> </ul>
<b>Business Development</b>	<ul style="list-style-type: none"> <li>To manage customer data in a way that is easily retrieved and reported on.</li> <li>To develop relationships with key customers (existing and prospective) and to be perceived as an expert in their field.</li> <li>Meeting and initiating discussions with new and existing clients to establish new opportunities for Citycare Property.</li> <li>To support the Delivery Manager and wider growth teams in their business development efforts with new and existing customers.</li> <li>Ensure Contract deliverables are met and exceeded by our customer to ensure the longevity and value of their assets.</li> </ul>
<b>Customer and Stakeholder relationships</b>	<ul style="list-style-type: none"> <li>Develops a customer relationship plan alongside the Customer and Relationship Manager.</li> <li>Sets the standard for customer service delivery and holds staff accountable</li> <li>Actively supports Te Kounga Kiritaki and the NPS survey to ensure we receive frequent and robust customer feedback and responds quickly to improve.</li> <li>Supports Head of FM and DM with contracts renewals, tenders, ensuring optimal terms for Citycare Property.</li> <li>Evaluate vendor operations against contractual benchmarks and industry standards.</li> <li>Escalate issues according to Contractual, role and reputational requirements.</li> <li>Quickly establishes credibility and respect through knowledge and relationships within the industry.</li> <li>Solves operational and HS issues apply practical and commercial acumen.</li> <li>Inspires confidence through timely delivery of information. Works transparently with Delivery Manager.</li> <li>Demonstrates ability to develop and maintain effective networks and key relationships.</li> <li>Holds membership in FM organisation, highlighting Citycare Property's expertise in this area.</li> </ul>
<b>Asset and Facilities Management</b>	<ul style="list-style-type: none"> <li>To ensure that the asset management contractual obligations we have agreed too are audited, tracked and met for our customers.</li> <li>To provide specialist advice on FM for our customers and Citycare to lead the asset management function that demonstrates expertise and technical value.</li> <li>To understand what our customers (existing and prospective) need.</li> <li>To assess the digital platform, utilise, and recommend continuous improvement to meet the customer’s needs.</li> </ul>
<b>Technical Expertise</b>	<ul style="list-style-type: none"> <li>To provide technical expertise and offer technical advisory services in the specified areas and to be seen as a subject matter expert in these areas.</li> </ul>

	<ul style="list-style-type: none"> <li>• To represent Citycare Property at conferences and seminars and to present on the specified areas, as and when the opportunity arises.</li> <li>• To provide expert advice and consultation services to customers, as and when required.</li> </ul>
<b>Operational Leadership and Management</b>	<ul style="list-style-type: none"> <li>• Understand our FM Contracts, liaise with Managers to ensure collaborative approach to maximising Contract performance.</li> <li>• Provide transparent leadership to the team, and support to Delivery Manager to achieve excellent outcomes for stakeholders.</li> <li>• Manage resources to ensure operational excellence and financial performance.</li> <li>• Conduct regular inspections and audits to assess the performance and safety appropriate to Contractual obligations.</li> <li>• Ensure efficient and timely completion of construction, refurbishment, maintenance and repair jobs.</li> <li>• Provides data driven decisions for FM asset management and intervention strategies.</li> <li>• Customer centric focus. Pre-empt issues, respond to escalated queries, ensure operational continuity.</li> <li>• Ensure pricing for estimates/quotes are of high quality and being delivered and followed up with.</li> <li>• Develop and implement service and maintenance schedules and procedures to optimise productivity and customer satisfaction.</li> <li>• Assist with strategic planning, including research, analysis, evaluation, monitoring, review, and reporting.</li> <li>• Oversee asset and inventory management, ensuring an adequate supply of equipment and parts for seamless operations</li> <li>• Liase with the Customer Relationship Manager to ensure work order and invoicing workflows, WIP and aged invoiced are managed.</li> <li>• keep Delivery Manager informed of all concerns in a timely manner, including transparent communication and reports.</li> <li>• Ensure required documentation is available for all contracts and services that demonstrates contractual obligations and KPI performance.</li> <li>• Foster and develop effective relationships with team members and all other internal and external customers.</li> <li>• Complies with all laws, regulations, policies and provides expert technical and commercial advice to all stakeholders.</li> <li>• Positively liaise and maintain relationships with sub-contractors that add value to our customer.</li> </ul>
<b>Product / Service Innovation</b>	<ul style="list-style-type: none"> <li>• Identifies opportunities for innovation and service development and works to implement and introduce them to the business.</li> <li>• Seeks innovation and growth relevant to stakeholders, Contract and business goals.</li> </ul>
<b>Financial Performance</b>	<ul style="list-style-type: none"> <li>• Monitor and manage the financial performance of the FM Teams, ensuring financial goals, including annual budgets, are achieved or exceeded.</li> <li>• Improve the quality and efficient delivery for the mutual benefit of the clients and Citycare Property.</li> <li>• Maintain an overview of all FM projects/contracts and ensure the commercial performance of all projects is formally reviewed in accordance with the necessary professional processes.</li> <li>• Provide Delivery Manager with growth opportunities to maximise FM and Contract performance.</li> </ul>
<b>Reporting and Administration</b>	<ul style="list-style-type: none"> <li>• Keep accurate records and report on a formal (contractual obligations) and informal (as required) basis to the Delivery Manager for performance activities, progress, financials, client discussions, health and safety, quality and environmental issues and other relevant information.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitors the performance through data-driven insights and benchmarks</li> <li>• Works to improve reporting through dashboards and other mechanisms.</li> <li>• Support shared services team to provide information reports, analysis and recommendations to our customer.</li> <li>• Review all Contract Plans regularly and provide recommendations to Delivery Manager.</li> <li>• Regularly review and ensure all variations to Contracts have applied adjustments and communication across departments.</li> <li>• Assist the Delivery Manager with strategic and marketing planning and implementation as required.</li> <li>• Oversee and ensure all reporting requirements are met, reviewed and meaningful for Citycare and our Customer.</li> </ul>
<b>Organisational Citizenship</b>	<ul style="list-style-type: none"> <li>• Upholds and exemplifies Citycare Property's Values every day.</li> <li>• Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities.</li> <li>• 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.</li> <li>• Participates in the implementation of sustainability and environment initiatives within the business.</li> <li>• Upholds and complies 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 changing requirements of the role.</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> <li>• Establishes and maintains credibility and respect by building strong working relationships across the business.</li> <li>• Develops and supports colleagues, being quick to identify and problem solve any issues.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type, as 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 responsible for and required to:</b>	<ul style="list-style-type: none"> <li>• Be personally responsible for your 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 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 People leaders are</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

<b>personally accountable for:</b>	<ul style="list-style-type: none"> <li>Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li> <li>Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> <li>Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li> </ul>
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## 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>Head of FM and PM Office</li> <li>Delivery Manager</li> <li>Managers</li> <li>Operational Staff</li> <li>Support function staff, including Finance, Administration, People.</li> <li>Other Divisional and Branch Staff as required.</li> </ul> </li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Customer(s).</li> <li>Facilities Management (on site)</li> <li>Tenants.</li> <li>Subcontractors.</li> <li>External Suppliers.</li> <li>General public and business affected by contractors.</li> <li>Specialist external consultancies and provider.</li> <li>Professional bodies.</li> <li>Industry stakeholders.</li> <li>Other miscellaneous stakeholders and supplier</li> </ul>

## Qualifications | Ngā Tohu Mātauranga

<b>Essential</b>	<ul style="list-style-type: none"> <li>Tertiary qualification in Facilities Management, Project Management, or related field.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>Advanced degree in Business, Project management</li> </ul>

## Experience | Ngā Pukenga

<b>Essential</b>	<ul style="list-style-type: none"> <li>Experience managing the FM operational function of a large organisation.</li> <li>Minimum of 10 years' experience in Facilities management, within a large and complex organisation.</li> <li>Strong proven commercial acumen and asset management experience.</li> <li>Commercial Contracting and project management experience.</li> <li>Proven ability to manage clients and deliver on contractual commitments, both commercial and operational.</li> <li>Experience with workorder cost control and P&amp;L management.</li> <li>Excellent computing and systems skills, including Microsoft Suite and work order management software.</li> <li>Strong analytical and problem-solving skills.</li> <li>Excellent standard of oral communication and interpersonal skills.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>CRM software related experience.</li> <li>Project management experience.</li> <li>Operations management experience.</li> </ul>

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**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:**

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**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.