

POSITION DESCRIPTION

Position Title:	Facilities Maintenance Coordinator		
Reporting to:	FM Contracts Manager		
Direct reports: Indirect reports:	0	Location:	Christchurch
Date created:	June 2026	Date last updated:	

About Us | Mō Mātou

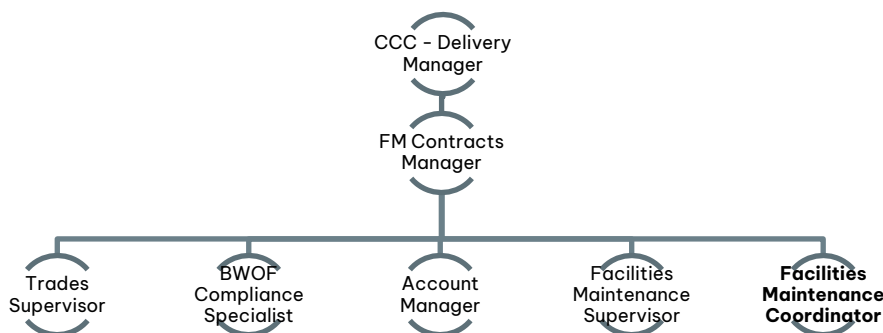
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover**, **We Deliver**, and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) 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 purpose of this role is to support the effective day-to-day coordination, administration, and operational delivery of the Facilities Management function by acting as a key conduit between the FM Team, Workforce Planning, subcontractors, and clients. The role is responsible for supporting the flow of work orders, planned and reactive maintenance activities, Permit to Work requirements, subcontractor coordination, reporting, audits, compliance documentation, and end-of-month processes, while ensuring stakeholders are kept informed and work is progressed efficiently. The role also contributes to health, safety, quality, and service delivery outcomes by maintaining accurate records, supporting audit and reporting requirements, and assisting the FM Contracts Team to monitor performance and drive continuous improvement across the FM portfolio.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Contributing to 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.
Relationship Management	- Act as a first point of contact for day-to-day client and site queries. - Manage communications professionally and ensure requests are acknowledged promptly. - Keep stakeholders informed of progress, updates, and any required follow-up.
Operational Management	- Administer the job management system in conjunction with the Workforce Planning Team. - Log reactive requests, schedule planned maintenance tasks, and track work order completion. - Provide scheduling support to trades and subcontractors to support efficient workflow. - Act as the conduit between Workforce Planning and the FM Team. - Support day-to-day operational administration functions. - Act as a CMMS specialist and provide weekly reports on open work orders to the relevant FM Team. - Support end-of-month PPM tracking and follow up with contractors and internal teams. - Assist the FM Contracts Team with WIP processes and work order management. - Maintain responsibility and control of work order flow, in line with delegated authority and agreed streamlined processes.
Health and Safety Management	- Maintain H&S records, including induction registers, certification logs, audit registers, and incident documentation. - Ensure H&S compliance documentation is current, accurate, and accessible for audits and reporting. - Maintain audit registers and schedule job audits for the FM Team. - Upload relevant documents into SafetyNet on behalf of the team.
Building Condition Inspections	- Schedule and coordinate building inspection activities. - Arrange access and confirm attendees for building inspections. - Process inspection reports upon receipt and distribute findings to relevant parties. - Track outstanding actions arising from building inspections. - Attend site visits with the FM Team as required to build understanding of the properties and operational requirements.
Quality Control	- Support quality assurance processes by maintaining accurate records of completed works, compliance documentation, and audit outcomes. - Assist in preparing performance reports. - Identify data trends and support continuous improvement across the FM portfolio.
Subcontractor Coordination	- Coordinate subcontractor administration, including issuing purchase orders and supporting Permit to Work requirements. - Confirm subcontractor attendance and track completion of subcontractor works.

	• Maintain subcontractor compliance records, including insurance and licences. • Oversee the Permit to Work inbox. • Log permit requests into Noggin and maintain the Permit to Work register. • Schedule subcontractor meetings and maintain a meeting register to support the FM Contracts Team in monitoring subcontractor performance. • Review end-of-month billing and resolve queries in conjunction with the Administration Team.
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.
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Key Relationships | Ngā Hononga Matua

Internal	- All Citycare Property kaimahi including: - Delivery Manager - Divisional Managers (BM, OSM, Sub-Contractors) - Minor Capital Works Team - Operational team members - Support function team members, including Finance, Administration, People & Culture - Other divisional and branch team members as required.
External	- Customers - Facilities Management - Tenants - Subcontractors - External Suppliers - General public and business affected by contractors - Specialist external consultancies and provider - Professional bodies - Industry stakeholders - Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

Essential	NCEA Level 3 or school Certificate equivalent
Ideal	Business Administration course or diploma

Experience | Ngā Pukenga

Essential	- Minimum 2–3 years' experience in an administration, coordination, scheduling, or operational support role. - Experience using job management, work order, scheduling, or similar business systems. - Experience liaising with internal teams, contractors, subcontractors, clients, or other stakeholders. - Strong computer literacy, attention to detail, and ability to maintain accurate records, reports, and registers.
Ideal	- Experience working in facilities management, property services, maintenance, trades, construction, or a similar operational environment. - Experience using a CMMS, Permit to Work system, SafetyNet, Noggin, or similar H&S/compliance platforms. - Experience supporting subcontractor coordination, PPM tracking, WIP processes, billing queries, or operational reporting.

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.