

POSITION DESCRIPTION

Position Title:	Facilities Manager (Heke Rua)		
Reporting to:	Delivery Manager		
Direct reports:	0	Location:	Wellington
Indirect reports:	0		
Date created:	27 November 2024	Date last updated:	27 November 2024

About Us | Mō Mātou

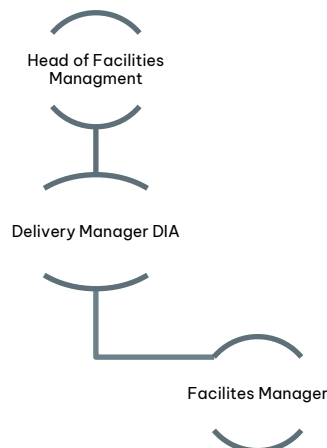
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

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 support delivery on the Department of Internal Affairs Facilities Management through the provision of effective communication with client and effective project and contractor management to ensure that all work is completed to the required contractual, quality and HSE standards. To support the asset management requirements of the contract through consistent asset management at site visit.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>People Leadership</p>	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ 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.
<p>Contributing to the “Toward 2030” Strategy through the “High5” priorities</p>	<ul style="list-style-type: none"> • Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: <ol style="list-style-type: none"> 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.
<p>Major Activities</p>	<ul style="list-style-type: none"> • Responsible for the delivery of the contract in line with the documented Contract Management Plan. • Timely service delivery and job management completion and performance as planned, in line with contractual key performance Indicators (KPI) • Accountable and responsible for the management of the TwinView and related asset data management to ensure high levels of data confidence. • Be responsible and accountable for ensuring all staff and sub-contractors are inducted to the correct level for the site • Accountable and Responsible for ensuring all compliance and BWOFF requirements are up to date. • Responsible and accountable for ensuring all staff and sub-contractors have a full understanding and comply with the requirements of DIA, including the requirements of operational spaces e.g. Work Method Statements. • Developing and implementing annual maintenance programmes in conjunction with Delivery Manager.

	<ul style="list-style-type: none"> • Point of contact for key stakeholders, the face of Citycare Property on the ground, initial point of escalation for issues • Attend the monthly contract meeting with Delivery Manager • Respond and investigate DIA requests when required • Regular stakeholder meetings • Promoting and maintain a positive team culture with DIA, encouraging performance, productivity, openness, trust and staff satisfaction • Champion Health, Safety, Environmental and Quality outcomes • Identify and raise any delivery and contract risks.
Contract Support	<ul style="list-style-type: none"> • Annual review and updating of associated Contract Management Plans • Assist and prepare accurate monthly invoicing. • Assist, prepare and present monthly Contract reports • Assist with reporting throughout the month to ensure that monthly contract targets are met, identifying any issues to the Delivery Manager
Customer/Business Relations	<ul style="list-style-type: none"> • To be present on site at DIA. • Receive and answer queries from customers and internal clients • Respond and investigate customer requests when required in a timely and professional manner, especially in regard to quotations, new opportunities and business growth • Promote the image of Citycare by encouraging staff to create and provide good customer relations and customer focused service • Maintain lawful diplomatic relationships with competitors
Health, Safety & Policy Compliance	<ul style="list-style-type: none"> • Maintain the contractor accreditation system (CAS) to ensure compliance in accordance with system and business process requirements • Ensure that Citycare's and Customer H&S policies are always complied with • Ensure health and safety of all sub-contractors, including co-ordination of regular audits for High-Risk activities
Productivity Gains & Efficiency	<ul style="list-style-type: none"> • Actively encourage continuous improvements in service, productivity and efficiency for the mutual benefit of the client and Citycare • Nominate and encourage technologies that provide for improvements in operational delivery and customer satisfaction • Drive and utilise best practices and innovations by sharing relevant information, technological advancements, processes and successes which may assist business development, industry standards and client service
Organisational Citizenship	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> 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

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.
All People leaders are personally accountable for:	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All Citycare Property kaimahi including: <ul style="list-style-type: none"> Delivery Manager Divisional Managers (BM, OSM, Sub-Contractors) Minor Capital Works Team Operational Staff Support function staff, including Finance, Administration, People. Other Divisional and Branch Staff as required.
External	<ul style="list-style-type: none"> Customer(s). Facilities Management. Tenants. Subcontractors. External Suppliers. General public and business affected by contractors. Specialist external consultancies and provider. Professional bodies. Industry stakeholders.

	<ul style="list-style-type: none"> • Other miscellaneous stakeholders and supplier
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Qualifications | Ngā Tohu Mātauranga

Essential	<ul style="list-style-type: none"> •
Ideal	<ul style="list-style-type: none"> • Appropriate tertiary qualification • Business Administration qualification

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Proven Facilities Management experience • Experience in managing Building compliance • Subcontractor management experience • High degree of accuracy, timeliness & attention to detail • Strong interpersonal skills with the ability to build strong relationships • Self-motivated and driven towards commercial success • Sound commitment to HSE, quality assurance and environmental management • Proven ability to lead, manage, motivate, improve performance and communicate (written and verbal) with others • Proactive and self-motivated – looking to do things to support before they become an issue • Commitment to a high standard of customer service • Strong alignment to Citycare’s values
Ideal	<ul style="list-style-type: none"> • CRM software related experience. • Experience with workorder cost control and P&L management. • Project management experience. • Operations management experience.

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.