

POSITION DESCRIPTION

Position Title:	HVAC Supervisor		
Reporting to:	Divisional Manager		
Date created:	07 May 2024	Date last updated:	
Direct reports:	0	Location:	Ōtautahi (Christchurch)

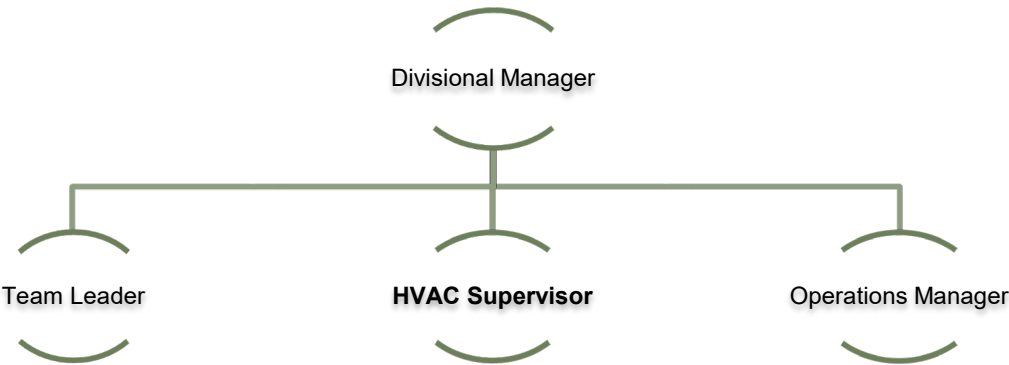
About Us | Mō Mātou

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**. City care Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its subsidiary, Spencer Henshaw.

Primary Focus | Te Arotahi Matua

Be responsible for the HVAC team, you will effectively manage the HVAC staff (mainly but not limited to HVAC Reactive and Maintenance staff) and sub-contractors, coupled with meeting goals and KPI's set out by the Divisional Manager. Furthermore, the HVAC Supervisor is responsible to manage the division's fleet, champion health and safety, deliver quality work for clients, lead an engaged team focused on achieving the goals of Citycare. The HVAC Supervisor will work closely with other Supervisors and Team Leaders to assist in the collective delivery of all works that may be undertaken by Citycare. The HVAC supervisor is expected to charge at least 80% of their time to a job and be a productive member of a team.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Good Kiwi Company	<ul style="list-style-type: none"><li>Leads the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices.</li><li>Adheres to 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 Citycare Property's expectations.</li><li>Leads the implementation of any sustainability and environment initiatives with the business unit.</li><li>Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.</li></ul>
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<b>Communication</b>	<ul style="list-style-type: none"> <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> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Quickly establishes credibility and respect and build strong working relationships with Managers.</li> <li>• Solves both operational and strategic issues through a pragmatic and commercially sound approach.</li> <li>• Develops and support team members, be quick to identify and problem solve any issues.</li> <li>• Inspires confidence of senior Managers through timely delivery of information. Works independently but consults where appropriate.</li> <li>• Demonstrates ability to develop and maintain effective networks and key relationships.</li> </ul>
<b>Operational &amp; Leadership Duties</b>	<ul style="list-style-type: none"> <li>• Carry out all HVAC work as assigned in a timely manner. ·</li> <li>• Carry out site quality audits.</li> <li>• Manage HVAC reactive and maintenance and ensure all jobs are delivered efficiently within KPI.</li> <li>• Oversee and supervise the effective operational / business activity of HVAC team.</li> <li>• Committed customer focus. Responding to escalated queries and attending client meetings to ensure project continuity.</li> <li>• Plan and organise work and staff in association with the wider team to ensure team outputs meet the requirements of the company, clients and other customers. ·</li> <li>• Assist with strategic planning, including research, analysis, evaluation, monitoring, review and reporting.</li> <li>• Be fluent in the work order and invoicing workflow, as well as the details of the contract to which apply to specifications and financial performance.</li> <li>• Keep the Divisional Manager informed of all concerns in a timely manner.</li> <li>• Ensure we have no waiting-for-work for our HVAC trade, and you are able to find work for the HVAC staff.</li> <li>• Ensure required documentation is available for all HVAC work.</li> <li>• Provide back up to other team members, working in the field from time to time.</li> <li>• Ensure all BWOFF documentation including 12A's for SS9 and SS13 is provided well before the due date as required by BWOFF officer.</li> <li>• Foster and develop effective relationships with team members and all other internal and external customers.</li> <li>• Provide expert technical advice to staff and clients.</li> </ul>
<b>Maintenance, Support and technical Duties</b>	<ul style="list-style-type: none"> <li>• Assist in ensuring the effective operational / business activity of the Building Services (HVAC) team.</li> <li>• Ensure all SMP's are quality audited (minimum 4 per month) and delivered to standard.</li> <li>• Closely monitor jobs, report on their status and completed job within KPI. ·</li> <li>• Provide technical support to the HVAC team where required to effectively deliver the job within KPI and budget.</li> <li>• Assist in pricing (or assisting others) of all works, preparing estimates/quotes and presenting estimates/quotes to clients. ·</li> <li>• As required, work with the purchasing team to arrange purchasing of materials and services for all jobs.</li> <li>• Support the management of the relationship and quality of work.</li> <li>• Assist in planning and organising work / staff in association with the wider team to ensure team outputs meet the requirements of the company, tenants, and other customers.</li> <li>• Assist with strategic planning and policy developments including research, analysis, evaluation, monitoring, review, and reporting.</li> <li>• Support the team to ensures the on-going effective maintenance of various terminal, property, commercial and campus systems, and facilities.</li> </ul>

	<ul style="list-style-type: none"> <li>Carrying out trades work as required and attending to reactive, planned and callout works.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>Develop, implement, and manage approved strategies for achieving budgeted project revenue targets</li> <li>Ensure growth in reactive and maintenance of HVAC business</li> <li>Ensure reactive and maintenance budgeted targets are achieved</li> </ul>
<b>Programme management</b>	<ul style="list-style-type: none"> <li>Efficiently manage the overarching program of work to ensure effective deployment of resources and achievement of contract outcomes with targets being met or exceeded.</li> <li>Ensure site meetings are conducted with client and communications are in timely manner.</li> <li>Assist in ensuring projects and HVAC work orders are completed within agreed time frames and within budgets.</li> <li>Providing constructive and timely feedback to staff on their site performance</li> <li>Anticipating and dealing with issues/problems and adjusting approach where necessary and discuss with Manager for a best outcome.</li> <li>Positively manage relationship with sub-contractors and staff</li> <li>Monitor and manage staff delivery ensuring H&amp;S, quality, time and cost KPIs are achieved.</li> <li>Raise issues proactively and report major problems to Divisional Manager</li> </ul>
<b>Business Development and client relationships management</b>	<ul style="list-style-type: none"> <li>Build and maintain effective relationships with existing and potential clients.</li> <li>Liaise with clients to develop a mutual understanding of overarching job scope, specifications and desired outcomes.</li> <li>Develop and maintain excellent relationships with clients through personal contact to improve project performance and maximise the possibility of securing future profitable work.</li> <li>Provide clients opportunities for escalation and manage any complaints, issues or opportunities that arise</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Ensures compliance 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 the changing requirements of the role.</li> <li>Undertakes all other duties as reasonable required from time to time.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>Any other duties of a similar type 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 responsibility for</b>	<ul style="list-style-type: none"> <li>Be personally responsible for their 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 the 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 Managers are personally accountable for</b>	<ul style="list-style-type: none"> <li>For the Health, Safety and Wellbeing performance for work areas over which they have control.</li> <li>For their continued management competence in Health, Safety and Wellbeing.</li> <li>By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>Ensure all Health, Safety and Wellbeing requirements are always adhered to.</li> <li>Appropriately manage overall Health, Safety, Environment and Wellness.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that work is performed in a safe manner and in a safe environment.</li> <li>• Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> </ul>
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### Qualifications | Ngā Tohu Mātauranga

<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Leadership Qualification</li> <li>• Other relevant technical qualifications</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Relevant Trade Qualification in HVAC/Refrigeration and Airconditioning.</li> <li>• Valid Full Driver's License (clean)</li> <li>• Leadership Training</li> <li>• Independent Qualified Person (IQP) Certificatio</li> <li>• EST</li> </ul>

### Experience | Ngā Pukenga

<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Strong IT and computing skills, especially Microsoft</li> <li>• Office (Outlook, Word, Excel and Project)</li> <li>• Solid Problem-solving skills.</li> <li>• Written communication is clear, concise and logical.</li> <li>• Proven ability in accurate data input and analysis</li> <li>• Exposure to the industry and/or facilities management</li> <li>• Health &amp; Safety administration experience or</li> <li>• Compliance experience</li> <li>• Strong contract and project management skills</li> <li>• Demonstrated high level of commitment to HSE and</li> <li>• Quality management.</li> <li>• Ability to work autonomously.</li> <li>• Strong analytical ability</li> <li>• Strong site management experience</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• BWOFF experience</li> <li>• Practical knowledge and skills for the contracting industry. An ability to communicate with clients and own staff. ·</li> <li>• Performance management</li> </ul>

### Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"> <li>• All Citycare Property kaimahi including:</li> <li>• Divisional Manager</li> <li>• Operations Manager</li> <li>• General/Regional/Delivery managers</li> <li>• Supervisors</li> <li>• Capital Project Team</li> <li>• Vertical Construction Team · Management Accountant</li> <li>• Office Administrator</li> <li>• Operations staff</li> <li>• Health and Safety</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Specialist external consultancies and provider.</li> <li>• Professional bodies.</li> <li>• Industry stakeholders.</li> <li>• Other miscellaneous stakeholders and supplier</li> </ul>

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**Disclaimer | Te Whakakape**

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

**Signed by the Employee:** .....

**Date:** .....

**Signed on behalf of Employer:** .....

**Date:** .....

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.