

POSITION DESCRIPTION

Position Title:	HVAC Supervisor		
Reporting to:	HVAC Manager		
Direct reports:	6	Location:	Ōtautahi (Christchurch)
Indirect reports:	0		
Date created:	08 Oct 2025	Date last updated:	21 July 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 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

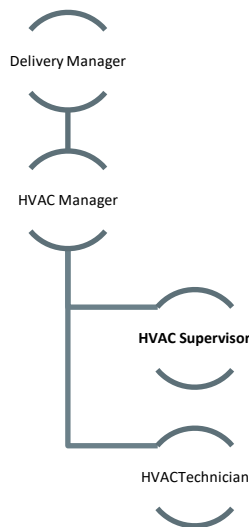
Towards 2030 is Citycare Property’s strategy that defines the ideal future state or our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the **“High5”**. These five priorities provide clear direction on what will 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

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 HVAC 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

<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>Relationships</p>	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with Managers. • Solves both operational and strategic issues through a pragmatic and commercially sound approach. • Develops and support team members, be quick to identify and problem solve any issues. • Inspires confidence of senior Managers through timely delivery of information. Works independently but consults where appropriate. • Demonstrates ability to develop and maintain effective networks and key relationships.
<p>Operational & Key Duties</p>	<ul style="list-style-type: none"> • Carry out all HVAC work as assigned in a timely manner. • Carry out site quality audits. • Carry out all fire interfaces and be responsible for all paperwork. • Manage HVAC reactive and maintenance and ensure all jobs are delivered efficiently within KPI. • Oversee and supervise the effective operational / business activity of HVAC team. • Committed customer focus. Responding to escalated queries and attending client meetings to ensure project continuity. • 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. · • Assist with strategic planning, including research, analysis, evaluation, monitoring, review and reporting. • 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. • Keep the HVAC Manager informed of all concerns in a timely manner. • Ensure we have no waiting-for-work for our HVAC trade, and you are able to find work for the HVAC staff. • Ensure required documentation is available for all HVAC work. • Provide back up to other team members, working in the field from time to time. • Ensure all BWOFF documentation including 12A’s for SS9 and SS13 is provided well before the due date as required by BWOFF officer. • Diagnose and solve complex HVAC reactive faults. • Read and interpret plans and lead installations. • Foster and develop effective relationships with team members and all other internal and external customers. • Provide expert technical advice to staff and clients.
<p>Communication</p>	<ul style="list-style-type: none"> • 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.
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Maintenance, Support and technical Duties	<ul style="list-style-type: none"> • Assist in ensuring the effective operational / business activity of the HVAC team. • Ensure all SMP's and reactive jobs are quality audited (minimum 4 per month each) and delivered to standard. • Closely monitor jobs, report on their status and completed job within KPI. · • Provide technical support to the HVAC team where required to effectively deliver the job within KPI and budget. • Assist in pricing (or assisting others) of all works, preparing estimates/quotes and presenting estimates/quotes to clients. • As required, work with the purchasing team to arrange purchasing of materials and services for all jobs. • Support the management of the relationship and quality of work. • 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. • Assist with strategic planning and policy developments including research, analysis, evaluation, monitoring, review, and reporting. • Support the team to ensures the on-going effective maintenance of various terminal, property, commercial and campus systems, and facilities. • Carrying out trades work as required and attending to reactive, planned and callout works. • Ensure asset data and condition assessments for HVAC assets are entered and updated correctly • Review, signoff timesheet • Update and maintain call out roster.
Financial	<ul style="list-style-type: none"> • Develop, implement, and manage approved strategies for achieving budgeted project revenue targets • Ensure growth in reactive and maintenance of HVAC business • Ensure reactive and maintenance budgeted targets are achieved
Programme management	<ul style="list-style-type: none"> • Efficiently manage the overarching program of work to ensure effective deployment of resources and achievement of contract outcomes with targets being met or exceeded. • Ensure site meetings are conducted with client and communications are in timely manner. • Assist in ensuring projects and HVAC work orders are completed within agreed time frames and within budgets. • Providing constructive and timely feedback to staff on their site performance · • Anticipating and dealing with issues/problems and adjusting approach where necessary and discuss with Manager for a best outcome. • Positively manage relationship with sub-contractors and staff • Monitor and manage staff delivery ensuring H&S, quality, time and cost KPIs are achieved. • Raise issues proactively and report major problems to Divisional Manager
General Duties	<ul style="list-style-type: none"> • Ensures compliance with approved Citycare Property's policies, plans and programmes. • Undertakes all personal development and competency training to stay current and able to deliver the changing requirements of the role. • Undertakes all other duties as reasonable required from time to time.
Business Development and client relationships management	<ul style="list-style-type: none"> • Build and maintain effective relationships with existing and potential clients. • Liaise with clients to develop a mutual understanding of overarching job scope, specifications and desired outcomes. • Develop and maintain excellent relationships with clients through personal contact to improve project performance and maximise the possibility of securing future profitable work. • Provide clients opportunities for escalation and manage any complaints, issues or opportunities that arise

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. • 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"> ○ HVAC Manager ○ Delivery Manager ○ Managers (OSM, Sub-Contractors) ○ Project Engineer ○ Minor Capital Works Team ○ Operational Staff ○ Support function staff, including Finance, Administration, People.
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	<ul style="list-style-type: none"> ○ Other Branch Staff as required.
External	<ul style="list-style-type: none"> ● Customer(s). ● 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	<ul style="list-style-type: none"> ● Relevant Trade Qualification in HVAC/Refrigeration and Airconditioning. ● Valid Full Driver's License (clean) ● Leadership Training ● Independent Qualified Person (IQP SS9 & SS13) Certification ● EST
Ideal	<ul style="list-style-type: none"> ● Leadership Qualification ● Other relevant technical qualifications

Experience | Ngā Pukenga

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