

POSITION DESCRIPTION

Position Title:	Head of Commercial & Operational Excellence		
Reporting to:	Chief Operating Officer		
Direct reports/ Indirect reports:	1 5	Location:	Christchurch or Wellington
Date created:	May 2026	Date last updated:	n/a

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).

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

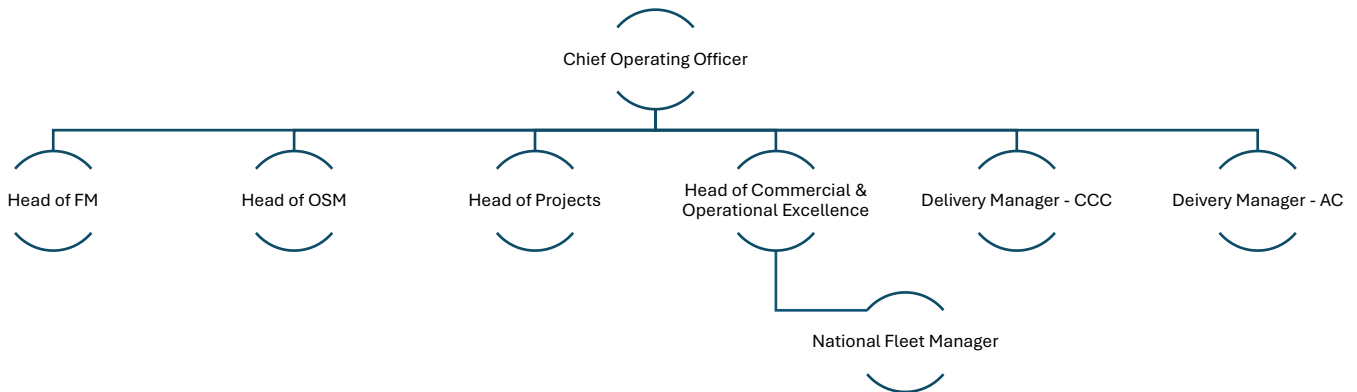
This role is pivotal in achieving commercial integrity and operational excellence. Due to fast growth and an evolving market sector, Citycare Property has significant organisational debt which has the potential to derail us in our achievement of our strategic objectives. This role will be accountable for ensuring robust commercial decision making and for identifying operational areas for improvement,

The position will also lead ‘Road to 5’ (EBIT improvement programme) and have a concerted focus on fit-for-purpose Policies, Workflows, Processes and Systems development being current, simple and easily available.

The role will serve to improve and enhance financial performance and develop organisational commercial acumen. The successful applicant will review commercial documentation (contracts, credit applications etc.) and provide input into the strategic pricing of large-scale, long-term maintenance contracts including supporting analysis on the actual costs to deliver contract vs entry point. They will develop and deliver training designed to improve the capability of employees who have decision-making delegated authority which have a commercial impact.

The Head of Commercial & Operational Excellence will oversee the Fleet team and the electrification strategy and will also lead Procurement and Property.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>People Leadership</p>	<ul style="list-style-type: none"> Leads and motivates 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. Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities as outlined in Towards 2030.
<p>Commercial Management</p>	<ul style="list-style-type: none"> Works with the OLT, Strategic Growth and other Citycare Property staff to build attributes, methodologies, and strategic plans that will attract clients, win/retain contracts, and increase business opportunities including new lines of service. Maintains strategic oversight of large-scale tender submissions to ensure contract submissions are profitable and uphold Citycare Property’s commercial professionalism providing options as and when required.

	<ul style="list-style-type: none"> Leads or participates in the post-transition review process for new contracts and conducts analysis of contract cost to delivery versus forecast at contract entry. Provides commercial leadership and is responsible for contract review and negotiation for large scale tenders and significant variations to existing contracts. Ensures expectations of new clients are met or exceeded and that any contract negotiations will enable successful outcomes for both Citycare Property and the Customer. Leads the improvement of commercial acumen across the organisation through coaching, training and cross-team collaboration on projects. Mentors others to improve commercial acumen and develops training tools for this purpose Reduces risk through consistent application of commercial contracts based on Citycare Property's terms of trade.
Operational Excellence	<ul style="list-style-type: none"> Is accountable for managing Te Mahi Tika (Policy/Process documentation suite and its ongoing accuracy and currency). Designs and implements continuous improvement processes including the Requests for Improvement (RFI) process Ensures business process systems are in place to allow for growth, efficiency and excellence. Maintains accurate records, and champion corporate business systems.
Fleet	<ul style="list-style-type: none"> Oversees the Fleet team and the fleet procurement function. Is accountable for improving R&M spend and for ensuring our service providers offer best value for money Working closely with the Fleet team and the Sustainability and Environment Lead on advancing the electrification programme. Responsible for reporting on fleet and driver performance.
Property	<ul style="list-style-type: none"> Develops a framework for us to be aware of all of our property leases and obligations and manages that framework in terms of renewals and other key dates. Helps support site managers with landlord discussions and negotiations. Supports Site Managers to find alternative property locations, as and when required. Procures property leases on behalf of Citycare Property and leads any negotiation and approval process. Is responsive to Site Managers in terms of lease queries or enquiries.
Procurement	<ul style="list-style-type: none"> Manages key supplier agreements and negotiations with suppliers. Ensures that we are selecting and procuring suppliers ethically and with consideration to modern slavery rules and laws, ISO27001 and other criteria that apply. Optimises our buying power with suppliers and conducts research into procurement options. Runs procurement processes for new or renewing goods and services. Works to secure a NZ owned supply chain and to improve our engagement of Maori and Pasifika businesses.
Reporting	<ul style="list-style-type: none"> Is responsible for developing reporting to do with Fleet and Property, including but not limited to Speeding, Idling, and other metrics that are captured in our Vehicle Use Policy. Provides reports and Dashboards which improve the commercial visibility within the business. Provides reports as requested for Board papers, customers or other stakeholders as required.
Financial Management & Road to 5	<ul style="list-style-type: none"> In conjunction with the ELT and OLT coordinates, monitors and reports on the financial performance of Citycare Property contracts and make recommendations for financial improvement to the business.

	<ul style="list-style-type: none"> Enhances decision making by assisting managers to make better business decisions through understanding of information. Maintains an overview of contract financial performance. Improves business performance through analysis of financial indicators and provision of relevant information to operational teams. Is integral to the delivery and success of the Road to 5 initiatives and provides a commercial perspective to those projects.
Customer Relationship Management	<ul style="list-style-type: none"> Liaises with customers on commercial matters as required and ensures their expectations are met and exceeded. Creates and maintains excellent relationships with customers in order to improve current contract performance and maximise the possibility of securing future profitable work. Maintains excellent relationships with external and internal clients (and potential clients) to understand the business and identify current and future information needs. Identify ways to improve their business effectiveness through technology.
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.
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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.
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Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Chief Operating Officer ○ Operational Leadership 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. • Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

Essential	<ul style="list-style-type: none"> • Relevant engineering or commercial tertiary qualification - e.g. Management, Commerce and/or Marketing. • Sound computer skills (Excel in particular)
Ideal	<ul style="list-style-type: none"> • Legal qualification • Strategy and business planning training

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Minimum of 10 years' experience in Contract Management or other industry experience, within a large and complex organisation. • Commercial contracting experience. • Proven ability to manage clients and deliver on contractual commitments. • Excellent computing and systems skills, including Microsoft Suite and work order management software. • Excellent standard of oral communication and interpersonal skills.
Ideal	<ul style="list-style-type: none"> • Negotiation experience • Sound knowledge of contracting obligations. • Business development and tendering for construction/maintenance projects.

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.