

POSITION DESCRIPTION

Position Title:	Head of Facilities Management		
Reporting to:	Chief Operating Officer		
Direct reports: Indirect reports:		Location:	Christchurch or Wellington
Date created:	May 2024	Date last updated:	March 2026

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.

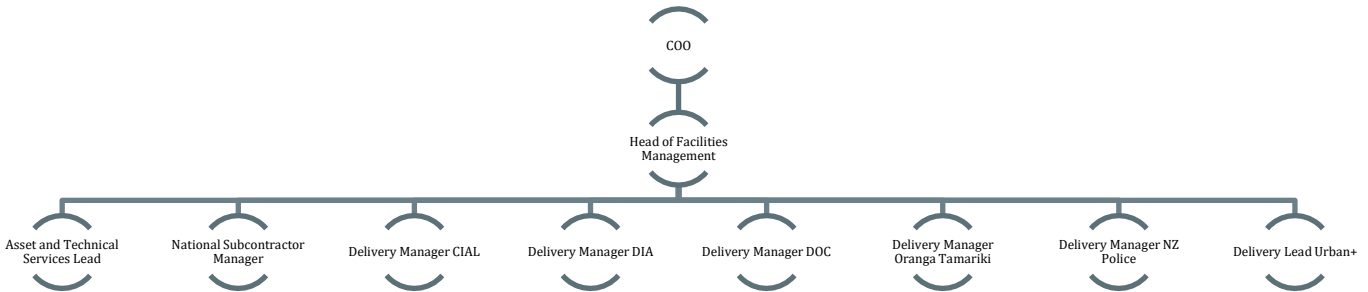
Primary Focus | Te Arotahi Matua

As the Head of Facilities Management, you will oversee the strategic and operational aspects of the majority of the organisation's facilities management and maintenance contracts across Aotearoa / New Zealand. This role demands experienced and engaging leadership, strategic planning skills, operational management experience and comprehensive knowledge of facilities management. This position will have ultimate responsibility for the financial performance of each Facilities Management delivery unit leading the Delivery Managers to ensure their contracts make a positive impact on the financial, strategic, and commercial performance of Citycare Property overall through strong people and customer engagement. You will lead, develop, and expand Citycare Property's FM business. This includes implementing innovation and being future focussed in terms of service lines that will add value to our customers. In addition, you will work with others to identify and capitalise on new, valuable business opportunities.

Other key focusses:

- Accountable for the commercial success of the Facilities Management / Maintenance contracts
- Growing new business opportunities in the FM space
- Contributing to the transition of new contracts, services, and business opportunities to maximise profitability.
- Exploring and implementing potential new FM service lines
- Benchmarking business units to drive innovation and process efficiency.
- Leading continuous process improvement across all delivery units
- Developing a high performing cohort of operational delivery managers
- Fostering a customer centric culture in delivering services.
- Creating an environment where our kaimahi have a clear line of sight to what success is.
- Developing capability to ensure succession options for key FM roles.
- The development of strategic reporting framework to inform decision-making for staff and customers

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>Delivering 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>Leadership</p>	<ul style="list-style-type: none"> • Leads in accordance with the core values and leadership expectations of Citycare Property. The Head of Facilities Management: <ul style="list-style-type: none"> • Puts People First • Has a Growth Mindset • Delivers Results • Builds Connections • Is Adaptable • Creates a high-performance focused culture through personal leadership, teamwork, and the development of individual accountability for performance. • Fosters open and positive culture where employees input is encouraged, and differences are resolved constructively. • Maintains a positive and committed team through the implementation of HR policies, performance management, effective communication, and employee recognition. • Develops strong engagement with customers, colleagues, and stakeholders. • Participates in leading and communicating Citycare Property’s values, directions, and expectations to all team members. • Coaches and mentors direct reports to improve their skills and effectiveness. Removes roadblocks and is an effective decision maker. • Participates as an active member of the Social Infrastructure team, contributing to discussions and collaborating with colleagues to support achievement of overall objectives.

	<ul style="list-style-type: none"> Leads and motivates direct reports to ensure frameworks are simple and clear, and supportive of the business strategy and objectives and which support our values of We Discover, We Deliver, We Care. Influences using fit for purpose metrics and data, and strong relationships throughout the business.
Strategy & Growth	<ul style="list-style-type: none"> Develops and executes an annual strategic plan to achieve the financial, health and safety, sustainability, and people targets for the FM delivery units. Works to identify growth opportunities for existing customers and adjacent customers. Provides clear stretch targets for Delivery Managers in terms of their individual delivery unit performance. Identifies and works to implement new FM service lines as appropriate Actively contributes to the achievement of the Towards 2030 strategy and the Match Fit business plan.
Customer & Stakeholder Relationships	<ul style="list-style-type: none"> Develops a customer relationship plan for all FM customers ensuring key points of contact (zipper plan) at all levels of the respective organisations. Is a role model for using HubSpot CRM and ensures that all customer interactions are accurately recorded in HubSpot. Sets the tone for customer service delivery for the FM Delivery Managers and holds Delivery Managers to account for that standard. Actively implements Te Kounga Kiritaki and the NPS survey to ensure we receive frequent and robust customer feedback and responds quickly to improve. Negotiates and oversees FM contracts ensuring optimal terms for Citycare Property. Evaluate vendor operations against contractual benchmarks and industry standards. Hold senior customer relationships and is the point of escalation, when required. Quickly establishes credibility and respect through knowledge and relationships within the industry. Solves both operational and strategic issues through a pragmatic and commercially sound approach. 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. Assumes a leading position within the industry, highlighting Citycare Property's expertise in this area.
Operational Leadership	<ul style="list-style-type: none"> In conjunction with the Delivery Managers, develops and executes robust operational strategies, plans, and budgets that align with the overall objectives of Citycare Property. Ensures performance expectations are clear, progress is monitored, and achievement is reported. Ensures all work optimises productivity, delivery, quality, and ongoing improvement by leveraging technology platforms effectively. Drives commercial performance and continuous process improvement to meet or exceed set targets. Oversees the operating budgets and financial results monthly ensuring objective are met, challenges are mitigated, and gaps explained, analysed, and resolved. Through leadership of the multi-functional unit, ensures all functions are appropriately resourced to enable delivery and achievement of budgets, project milestones and overall objectives. Ensures compliance with all regulations, laws, and company policies.

	<ul style="list-style-type: none"> Ensures the values of Citycare Property are embedded into all processes, systems, and approaches and that the business unit operates in a way that is consistent with being a 'Good Kiwi Company'.
Performance Monitoring & Reporting	<ul style="list-style-type: none"> Monitors the performance of facilities operations through data-driven insights and benchmarks. Report on progress, challenges, and achievements to senior management, recommending strategic adjustments as necessary. Actively maintains a comprehensive understanding of the market, trends and other relevant economic information that may impact on the FM business and Citycare Property. Utilises the Strategic Growth team to support the preparation of strategic tender documentation, pricing, contract transitions etc. Reports on achievement of business development and growth targets as required. Works to improve and enhance customer reporting through dashboards and other mechanisms.
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"> ○ 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Advanced degree in Business, Project Management
Ideal	<ul style="list-style-type: none"> • Bachelor's degree in business, Facilities Management, Engineering, Business Administration, Project Management, or related field. • Professional certification in facilities management (CFM, FMP) or Project Management (PMP, PRINCE2).

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Experience in managing the Strategic and Operational FM function of a large organisation. • Leading the delivery of multiple FM contracts in a central or local government environment.
Ideal	<ul style="list-style-type: none"> • Strong and proven commercial acumen • Ability to lead a highly engaged workforce through demonstrated leadership capability • Experienced leader with capability of building high performance teams which drive operational excellence.

	<ul style="list-style-type: none"> • Demonstrable capability driving operational efficiency and process improvement. • Experience with Te Tiriti o Waitangi, Mātauranga Māori, tikanga Māori or Te Reo Māori. • Excellent analytical and problem-solving skills with a focus on making data-driven decisions. • Proven ability to negotiate and manage contracts effectively. • Excellent communicator and collaborator with high level of written and oral communication skills. • Proven capability in managing stakeholder relationships both internal and external • Innovative and forward thinking. • Strong alignment to Citycare Property’s core values which includes our Mātauranga Māori strategy.
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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.