

POSITION DESCRIPTION

Position Title:	Internal Communications and Special Projects Lead		
Reporting to:	Chief Operating Officer		
Direct reports: Indirect reports:	0	Location:	Ōtautahi (Christchurch)
Date created:	September 2024	Date last updated:	April 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 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

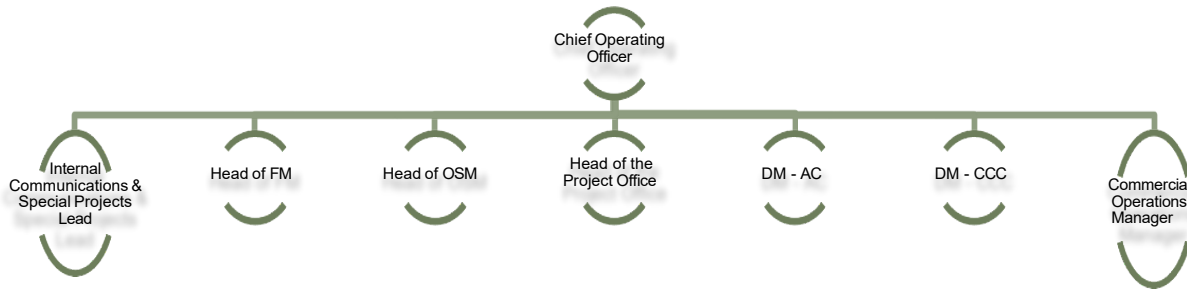
The **Internal Communications and Special Projects Lead** will oversee the delivery of organisation-wide internal communications initiatives aimed at ensuring a well-informed workforce at Citycare Property. The **Internal Communications and Special Projects Lead** will develop, execute and co-deliver informed and targeted communications through a variety of mechanisms and translate ‘moments that matter’ initiatives to ensure our organisation is an employer of choice. They will be accountable for supporting the establishment of a culture based on strong, clear, consistent and transparent communication, management, innovation, and continuous improvement.

Focusses for the **Internal Communications and Special Projects Lead** will include:

- The development and delivery of a comprehensive and consistent internal communications programme which include all media mechanisms.
- Helping line managers to improve their communication skills through training, provision of tools and supporting artefacts.
- Active participation in the Operational Leadership Team and helping the team to translate projects and strategy to frontline staff i.e. Road to 5, Connecting to Towards 2030.
- Framing up the Beyond 2030 Strategy and its communication
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- Drives strategic and tactical communications through releases, memos, emails, and graphical presentations.
- Works with the Heads of roles on the implementation and maintenance of effective initiatives and company practices that drive the transformation to, and embed, a positive, productive, and engaged culture.
- Continues the implementation, education, transition and continued living of our values by all kaimahi.
- Facilitates workshops (internal and external) and learning teams, as required.
- Supports the connection of kaimahi to strategic focus areas and projects and helps to translate the ‘what’s in it for me’.

- Supports the change management framework for Citycare Property across the organisation ensuring effective communication of the status and impact of all change initiatives at any given time.
- Oversees a programme to support and drive internal innovation and continuous improvement.

Your Team | Tō Kapa Example only please replace



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>Internal Communications</p>	<ul style="list-style-type: none"> • Develops and drives a strong internal communications programme across the organisation • Works collaboratively with other professionals (internal and external), ensuring the sharing of communications knowledge and experience. • Takes all practical steps to ensure communication to kaimahi is professional, timely and supports the best interests of the business. • Works with the People & Culture team to support the implementation of culture initiatives through communications. • Ensures that our line managers are competent at communicating with their own teams and runs training and capability development to support this. • Optimises channels like Viva Engage, the Intranet, Email and Teams to effectively support the business. • Supports the communication of strategic projects, business plans and support communications initiatives like ELT Roadshows.

Special Project Management	<ul style="list-style-type: none"> Oversees the management of special projects mapped to business objectives and which improve organisational performance and continuous improvement. Oversees and coordinates the various projects and other strategic initiatives throughout the organisation and helps to drive organisational change by helping with implementations guided by agile practices and principles. Aligns special project practices and processes with agile values such as collaboration, team autonomy and empowerment, delivering value to customers, and adapting to change in the moment. Creates and drives a narrative about programme integration to ensure that there is a clear, holistic connection between multiple sets of work that support the achievement of Towards 2030 Establishes cadence and metrics for project delivery and reports out, as required.
Strategy	<ul style="list-style-type: none"> Supports the ELT with the development of Beyond 2030, Business Plans and other strategic initiatives. Develops mechanisms to communicate strategy to the wider organisation. Facilitates workshops which support our kaimahi to connect to strategy and understand their role in it.
Relationships	<ul style="list-style-type: none"> Quickly establishes credibility and respect and build strong working relationships with Managers and kaimahi. Develops a strong working relationship with the GM People & Culture and their team. 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 the 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.
Continuous Improvement	<ul style="list-style-type: none"> Develops and maintain strong relationships with a broad range of internal stakeholders to support continuous improvement opportunities. Helps to codify operational excellence methodologies to develop leaders' capability and capacity in order to sustain a culture of performance via disciplined planning, measurement, and monitoring. Deploys communication channels to ensure that all stakeholders are informed and engaged throughout any improvement processes. Provide advice, recommendations, and expert technical interpretation on strategic and operational matters. Effectively engages, co-ordinates, coaches and develops an Operational Excellence network.
Management Systems Disciplines	<ul style="list-style-type: none"> Supports the development of management systems, as and when required. Supports leaders to ensure alignment and links are in place across the organisation to deliver the disciplines against the strategy.
General	<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.

Additional Duties	<ul style="list-style-type: none"> Any other duties of a similar type 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.
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.

	<ul style="list-style-type: none"> Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.
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Key Relationships | Ngā Hononga Matua

Internal	All Citycare Property kaimahi including: <ul style="list-style-type: none"> Chief Executive Officer Executive Leadership Team All Managers Operational Leadership Team Wider Leadership Group
External	<ul style="list-style-type: none"> CCHL / CCC Specialist external consultancies and provider Professional bodies. Industry stakeholders. Other miscellaneous stakeholders and supplier.

Qualifications | Ngā Tohu Mātauranga

Ideal	A Graduate Diploma in Marketing and / or Communications, Psychology or Human Resources Management, Business Administration or Communications.
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Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> Experience of presenting to and influencing at Senior Management level. Well-developed skills in the delivery of change strategies and plans including organisational change, and cultural change. Strong operational leader Adept at IT systems and platforms Demonstrated knowledge of contemporary organisational change management principles and practices and the application of project management methodologies, concepts, and principles Advanced user of Word, PowerPoint, Excel, and Outlook. Strong graphic design skills including Canva, Adobe Creative Suite, Articulate etc. Excellent written and verbal communication skills.
Ideal	<ul style="list-style-type: none"> 5 years' experience in organisational communications Certified Change Management Practitioner

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.