

POSITION DESCRIPTION

Position Title:	National Subcontractor Manager		
Reporting to:	Head of Fleet & Procurement		
Direct reports: Indirect reports:	1 1	Location:	Ōtautahi (Christchurch) or Te Whanganu a Tara (Wellington)
Date created:	19 November 2024	Date last updated:	19 November 2024

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.

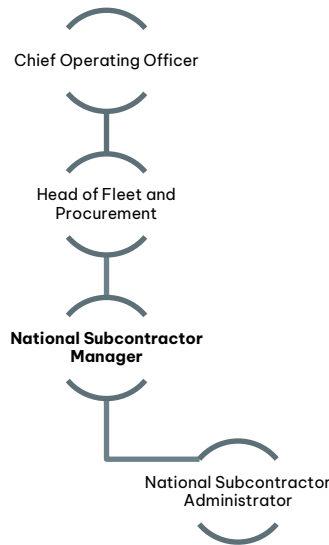
Towards 2030 is Citycare Property’s strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the “**High5**”. These five priorities provide clear direction on what will 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 will oversee the development and management of our National Subcontractor Framework (NSF) which will include onboarding, management, supporting and measuring our 750+ Subcontractors across the motu within the Vendor Management System. In this position, you will be responsible for the strategic management of Subcontractors to ensure that there are suitable Subcontractors in nationwide locations readily accessible to the operations and project management delivery teams. You will also be accountable for overseeing our subcontractor performance and compliance with various contracts and regulations.

- Key focus areas for the National Subcontractor Manager will include:
 - Establishing a codified NSF in accordance with best practice using a collaborative and co-design practice with key Subcontractors.
 - Developing and implementing best practice processes for Subcontractor selection, evaluation, and management to ensure high-quality standards are met.
 - Establishing benchmarks, in consultation with Subcontractors for what a best practice partnership model looks like and seek to implement and measure.
 - Benchmarking subcontractor rates against industry standards and comparing them to ensure cost competitiveness and optimal value for the organization.
 - Managing and maintaining performance and compliance with Citycare Property’s policies and procedures, various contracts, regulations, competency, and industry standards, including health and safety, environmental, and quality management systems.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>People Leadership</p>	<ul style="list-style-type: none"> • Leads and motivates direct reports 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.
<p>Delivering 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.

People Leadership	<ul style="list-style-type: none"> • Provides visible and energetic leadership with a focus on driving excellence across the Subcontractor team. • Plans and aligns work to maximise productivity, delivery, quality, and continuous improvement, through effective use of technology platforms. • Develops and encourages collaboration across the broader business. • Fosters an engaged and high performance, solutions focussed culture across the team. • Leads by putting People First, having a Growth Mindset, Building Connections, Delivering Results and being Adaptable.
Subcontractor Management Framework	<ul style="list-style-type: none"> • Identifies the current practices and processes in place to manage Subcontractors, refine and codify into a clear, best practice set of procedures and practices. • Communicates the NSF to key stakeholders including Operations leadership, Project Managers, and others. • Collaborates with key Subcontractors to understand the current nature of their engagement with Citycare Property and use this feedback to inform the NSF. • Identifies key measures for Subcontractors which can be shared with the Board, ELT, and Operations Leadership Team. • Completes a demographic analysis of our Subcontractor network (to include locations, size (\$), scale, risk etc. • Develops workflow automations for Subcontractor onboarding and management. • Designs a Subcontractor Net Promoter Survey mechanism. • Is accountable for ensuring Subcontractor performance is being monitored and evaluated.
Subcontractor Management Culture	<ul style="list-style-type: none"> • Collaborates and co-designs the Subcontractor eco-system to ensure that there is an ethos of partnership and support. • Works hard to ensure diversity across the Subcontractor network and that Māori and Pasifika particularly are well represented (i.e., Amotai membership). • Ensures that intermittent focus groups and assessments are developed and executed. • Actively seeks feedback from the Subcontractor network and responds to that feedback. • Works with the Transformation & Innovation team to design development modules (online and in person) to raise the skill level of Subcontractor staff. • Design the NSF so that Subcontractors feel like extended 'whanau' and not mere transactional suppliers. • Demonstrates and encourages a performance and continuous improvement culture through NPS surveys and other feedback mechanisms. • Continuously reviews and improves Subcontractor management to support operations. • Delivers learning and support modules for Subcontractor staff. • Undertakes planned sourcing and tendering to negotiate, review, and approve strategic Subcontractor contracts and agreements. • Holds focus groups and implement a continuous feedback loop with Subcontractors to ensure that the culture of collaboration, performance and partnership is successful. • Works with Operations Leadership Team to ensure that the NSF meets its needs.
Communication	<ul style="list-style-type: none"> • Ensures the Head of Fleet & Procurement is kept informed of incidents or issues as they arise.

	<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. • Develops mechanisms to communicate effectively with the Subcontractor network. • Communicates in a timely manner regarding any pending risks to the Supply Chain. • Works closely with the National Tender team to identify any areas that Subcontractors may be required by customers and to resolve any gaps.
Relationships	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with Managers and Subcontractors. • 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.
Risk Management	<ul style="list-style-type: none"> • Ensures all notifiable contract and commercial risks are identified and communicated as per the risk policy and risk management. • Supports development and implementation of risk management strategies to mitigate or resolve risks relating to Subcontractors. • Maintains an up-to-date risk and opportunity register. • Reports on Subcontractor risks and makes recommendations to the Head of Fleet & Procurement on a regular basis and as requested.
Subcontractor Platform & Reporting	<ul style="list-style-type: none"> • Works to support the implementation of a vendor management system that is fit for purpose, and one which provides a centralised repository for all Subcontractor information including rates. • Trains and coaches' others who require access to the system, including how to access and review data. • Ensures the Subcontractor system is kept current and up to date and remains as a constant and accurate source of truth. • Is the accountable owner and SME for the Vendor Management System • Influences using fit for purpose metrics and data, and strong relationships throughout the business. • Applies a high level of continuous improvement focus to all analysis, design, implementation, and monitoring activities.
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.

	<ul style="list-style-type: none"> • 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"> ○ Delivery Manager ○ Divisional Managers (BM, OSM, Sub-Contractors) ○ Minor Capital Works 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.

	<ul style="list-style-type: none"> Professional bodies. Industry stakeholders. Other miscellaneous stakeholders and supplier
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Qualifications | Ngā Tohu Mātauranga

Ideal	<ul style="list-style-type: none"> Bachelor’s degree OR relevant industry knowledge in business administration, Operations Management, Engineering, or a related field.
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Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> Minimum of 5-10 years’ experience in project management and Subcontractor management. Relevant proven experience in a similar role managing a large-scale Subcontractor network. Proven track record of managing complex projects and teams. In-depth knowledge of contract administration and compliance, and BWoF administration requirements. Strong leadership skills and experience managing teams to deliver high quality projects. Excellent communication skills, both written and verbal, with the ability to interact with people at all levels of the organization. Demonstrated ability to manage multiple projects and priorities simultaneously. Strong negotiation and critical thinking skills. Proficient in project management software, Microsoft Office suite, and other relevant software programs.
Ideal	<ul style="list-style-type: none">

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.