

POSITION DESCRIPTION

Position Title:	OSM Manager		
Reporting to:	CCC Delivery Manager		
Direct reports: Indirect reports:	6 direct reports 100+ indirect reports (as required for contract and delivery)	Location:	Christchurch
Date created:	October 2024	Date last updated:	

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

This role will be responsible for the OSM team in Christchurch. This role will be pivotal in ensuring that we maximise the profitability and service of projects/contracts, tenders new work, and effectively manage resources (plant and people), coupled with meeting goals and KPI's set out by the Delivery Manager.

Furthermore, the OSM Manager is responsible for managing the division's fleet, championing Health and Safety, delivering quality work for clients and leading an engaged team who are focused on achieving the goals of Citycare Property.

Your Team | Tō Kapa

Key Accountabilities | Ngā Kawenga Takohanga

People Leadership	<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:
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	<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.
Delivering the “Toward 2030” Strategy through the “High5” priorities	<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.
Business Development	<ul style="list-style-type: none"> ● Be accountable for the business development in the specified areas by seeking leads and prospects for these services and converting them to customers. ● Manage prospective and customer data in a way that is easily retrieved and reported on. ● Develop relationships with key customers (existing and prospective) and to be perceived as an expert in their field. ● Meet and initiate discussions with new and existing clients to establish new opportunities for Citycare Property. ● Support the Delivery Manager and wider growth teams in their business development efforts with new and existing customers. ● Develop customer and business development workplans and call cycles to ensure consistent and effective communication with prospects and customers.
Tendering	<ul style="list-style-type: none"> ● Provide leadership and technical support to the tendering and estimating team when pricing work. ● Support or present any tenders or supporting presentations to customers. ● Support the Projects team with reviewing OSM tenders and identifying opportunities for new business.
OSM Asset Management	<ul style="list-style-type: none"> ● Ensure that the OSM asset management and contractual obligations we have are met for our customers. ● Oversee and lead the OSM asset management function for your customers OSM assets ● Understand what our customers (existing and prospective) maintenance and renewal requirements and costs are. Provide quality strategies and insights that enable customer approval and deliver it. ● Grow our portfolio of OSM asset management services.
Technical Expertise	<ul style="list-style-type: none"> ● To provide OSM technical expertise and offer technical advisory services in the specified areas and to be seen as a subject matter expert in these areas. ● To represent Citycare Property at conferences and seminars and to present on the specified areas, as and when the opportunity arises. ● To provide expert OSM advice and consultation services to customers, as and when required.
Operational Leadership and Management	<ul style="list-style-type: none"> ● Understand OSM contracts, liaise with managers to ensure a collaborative approach to maximising performance regarding deliverables, innovation and commercial application. ● Provide transparent leadership, close the loop on all operational actions. ● Utilise data/dash boards to manage resources to ensure operational excellence, safety, cost management, and financial performance. ● Oversee and supervise the effective, consistent operational/ business activity of the OSM Teams. ● Ensure inspections and audits are completed to assess quality and contractual performance and safety. Ensure recommendations or corrective actions are documented and actioned.

	<ul style="list-style-type: none"> • Lead the OSM Team to ensure efficient and timely completion of projects, maintenance and repair jobs. • Coordinate with clients to understand their OSM needs and provide appropriate solutions. • Customer centric focus. Pre-empt issues, respond to escalated queries, and attend client meetings to ensure operational continuity. • Ensure pricing for estimates/quotes are competitive, meet customer requirements are being delivered and followed up with. • Develop and implement service and maintenance schedules and procedures to optimise productivity and customer satisfaction. • Assist with strategic planning, including research, analysis, evaluation, monitoring, review and reporting. • Oversee asset and inventory management, ensuring an adequate supply of equipment and parts for seamless operations. • Support and keep the Delivery Manager informed of all concerns in a timely manner. Ensure clear, accurate, transparent communication and reports provided as required. • Ensure accurate documentation is maintained, accurate, stored and available/accessible for all contracts and services. • Provide back up to other team members, working in the field from time to time. • Foster and develop effective relationships with team members and all other internal and external customers. • Positively liaise and maintain relationships with sub-contractors. Ensure subcontractors are selected and deliver services safely and to specifications. All services add value to the customer.
Product/ Service	<ul style="list-style-type: none"> • Identifies opportunities for innovation and service development and works to implement and introduce them to the business, when warranted.
Innovation	<ul style="list-style-type: none"> • Seeks to differentiate Citycare Property through innovation, growth, and the provision of relevant and useful information to customers.
Financial Performance	<ul style="list-style-type: none"> • Monitor and manage the financial performance of the OSM teams, ensuring financial goals, including profit as set out in the annual budgets, are achieved. • Improve the quality and efficiency of projects/contracts for the mutual benefit of the customer and Citycare Property. • Maintain an overview of all OSM projects/contracts status and ensure the commercial performance of all projects is formally reviewed in accordance with the necessary professional processes. • Ensure month end activities are prioritised with costs understood, managed and accurate, based on performance actuals. • Prepare forecasts for the month/s ahead, ensuring managers and supervisors are engaged and know their numbers • Provide Delivery Manager with growth opportunities to maximise OSM and Contract performance.
Market / Sector Data	<ul style="list-style-type: none"> • Remain current with market and sector trends that may have positive, and negative, implications for the business. • Work with operations to develop and deliver a national network of preferred professional service providers and sub-contractors to service the specified areas. • Liaise with and build relationships with professional service providers and sub-contractors, keeping industry aware of work programmes and future demands.
Reporting and Administration	<ul style="list-style-type: none"> • Keep accurate records and report on a formal (monthly) and informal (as required) basis to the Delivery Manager and to Citycare requirements of contract and performance activities, progress, financials, client discussions, health and safety, quality and environmental issues and other relevant information. • Support Services team and Contract Specialist to provide information reports, analysis and recommendations to our customer. • Review all Contract Plans regularly and provide recommendations to the Delivery Manager for continuous improvement. • Regularly review and ensure all variations to Contracts have applied adjustments and communication across departments.

	<ul style="list-style-type: none"> Review data reports to optimise safety, people, revenue and costs. Assist the Delivery Manager with strategic and marketing planning and implementation as required. Oversee and ensure all reporting requirements are met, reviewed and meaningful for Citycare and our Customer.
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. Utilise tools such as data analysis and in person observations. Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace and Citycare SWS. 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"> CCC Delivery Manager Managers
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	<ul style="list-style-type: none"> ○ 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). ● Subcontractors. ● Suppliers. ● General public and business affected by service or operations ● 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"> ● Tertiary qualification in Horticulture, Amenity, Turf, Parks Management or equivalent OSM ● Certification in HSEQ ● Valid Full Drivers Licence
Ideal	<ul style="list-style-type: none"> ● Tertiary qualification in Finance, Management or Law. ● Certification in continuous improvement methodology and practices. ● Certification in strategy and/or business planning

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> ● Minimum of 5 years' experience in Parks, Landscaping or Amenity Horticulture management. ● Commercial contracting or project management experience. ● Proven ability to manage clients and deliver on contractual commitments. ● Experience with workorder cost control and P&L management. ● 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"> ● CRM software related experience. ● Project management experience. ● Operations 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.