

POSITION DESCRIPTION

Position Title:	Plumber Supervisor		
Reporting to:	Operations Manager – CIAL Contract		
Direct reports:	3	Location:	Christchurch (Ōtautahi)
Indirect reports:	0	Date last updated:	
Date created:	March 2026		

About Us | Mō Mātou

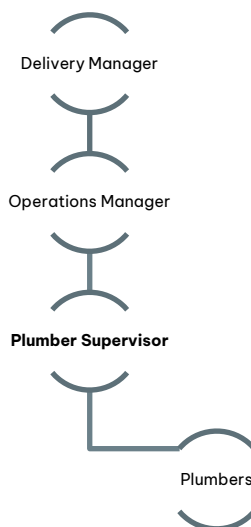
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees).

Towards 2030 is Citycare Property’s strategy that defines the ideal future state or 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 Plumbing Supervisor plays a pivotal role in overseeing and coordinating the activities of the team delivering plumbing services and related maintenance works. They ensure efficient job management, timely execution of tasks, ensure Health and Safety outcomes are met and adherence to quality and compliance standards. Additionally, they provide leadership, nurture a collaborative and safe work environment, ensure KPIs are met, and foster continuous improvement within the team to achieve exceptional outcomes.

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.
<p>Operational Management & Leadership</p>	<ul style="list-style-type: none"> • Ensure timely completion of assigned plumbing work and projects. • Ensure excellent quality workmanship at all times. • Conduct site quality and safety audits to maintain work standards. • Efficiently manage plumbing maintenance and project work for successful delivery. • Oversee and supervise the plumbing team for effective operations. • Address escalated queries, attend client meetings, and ensure project continuity. • Plan, organize, and coordinate work and staff for optimal outcomes. • Manage work orders, invoicing, and contract specifications. • Maintain open communication with the Operations Manager and team members. • Ensure plumbing staff have continuous work and provide backup support where required. • Offer technical advice, monitor job status, and assist in pricing/estimating of jobs. • Foster a collaborative and values-driven work environment for high performance and quality service.

	<ul style="list-style-type: none"> • Provide energetic and visible leadership, focusing on excellence and continuous improvement within the plumbing team. • Align work, technology, and planning to enhance productivity, quality, and delivery. • Ensure accountability for delivery, develop direct reports and future leaders in line with business goals and direction. • Take a proactive approach to workflow for the delivery team, seeking opportunities for growth and projects. • On call responsibilities on a rostered basis.
Communication	<ul style="list-style-type: none"> • Ensures the Operations Manager is kept informed of incidents or issues as they arise. • 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.
Relationships	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with relevant staff and managers • 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.
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. • Undertakes all other duties as reasonable required from time to time.
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

<p>All kaimahi are responsible for and required to:</p>	<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.
<p>All People leaders are personally accountable for:</p>	<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

<p>Internal</p>	<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) ○ Supervisors ○ Projects Team (The Project Office) ○ Operational Staff ○ Support function staff, including Finance, Administration, People. ○ Other Divisional and Branch Staff as required.
<p>External</p>	<ul style="list-style-type: none"> • Customer(s). • 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

<p>Essential</p>	<ul style="list-style-type: none"> • Experience leading a team of technical/trades people • Valid Full Driver's License (clean) • NZ Certified Plumber
<p>Ideal</p>	<ul style="list-style-type: none"> • First Aid Certificate • Site Safety Passport (or prepared to acquire once employed)

	<ul style="list-style-type: none"> • Drainlaying and/or gasfitting certification (or willingness to obtain) • IQP certification
--	---

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Experience supervising or leading a team of trades or technical staff • Experience in plumbing maintenance and repairs, including fault diagnosis • Experience working in commercial, residential, or facilities maintenance environments • Experience coordinating work orders, job scheduling, or trade service delivery • Experience with BWOF and compliance requirements • Strong understanding of Health & Safety requirements in trade environments
Ideal	<ul style="list-style-type: none"> • Experience in facilities management or contract maintenance environments • Experience managing subcontractors or trade teams • Understanding of WOF or building compliance and working with council for consents • Drainlaying or gasfitting 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.