

## POSITION DESCRIPTION

<b>Position Title:</b>	Project Manager		
<b>Reporting to:</b>	General Manager – People and Culture		
<b>Direct reports: Indirect reports:</b>	1	<b>Location:</b>	Christchurch or Auckland
<b>Date created:</b>	February 2025	<b>Date last updated:</b>	February 2025

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### 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.

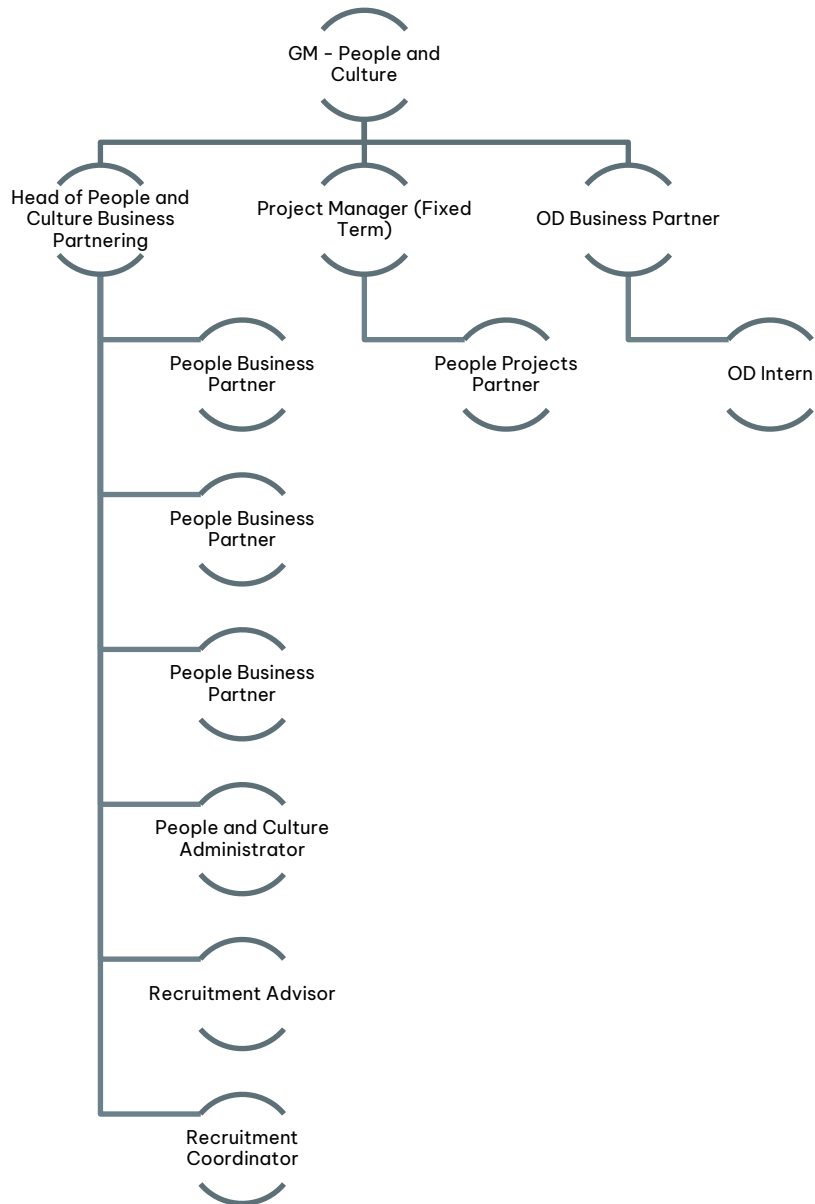
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### Primary Focus | Te Arotahi Matua

The primary focus of this role is to lead the successful implementation of our new HRIS from both a project management and change management perspective. To ensure that the system is implemented and adopted effectively. Comprehensive collaboration with the Operations, Technology and People and Culture teams, along with our implementation partner will be required. This role will be responsible for overseeing the project lifecycle, system configuration, driving change initiatives, and continuously assessing and documenting business processes to ensure they align with best practices and the new system’s capabilities.

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Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p><b>People Leadership</b></p>	<ul style="list-style-type: none"> <li>Leads and motivates direct reports to ensure simple, clear frameworks aligned with business strategy and values: We Discover, We Deliver, We Care.</li> <li>Will consistently demonstrate the following <b>Leadership Expectations</b>:             <ul style="list-style-type: none"> <li><b>Puts People First</b>: Prioritises well-being, fosters strong relationships, empowers and uplifts others, and drives innovation.</li> <li><b>Growth Mindset</b>: Focuses on continuous learning, sets ambitious goals, drives improvement creating value for stakeholders, and fosters customer centricity.</li> <li><b>Delivers Results</b>: Is accountable, reliable, and consistently achieves objectives.</li> <li><b>Builds Connections</b>: Communicates effectively, builds relationships, proactively collaborates and fosters inclusive engagement.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ <b>Adaptable:</b> Acts decisively amid change and disruption, leads others through organisational shifts</li> <li>● Will promote and maintain High <b>Performance</b> and a Positive <b>Culture</b>: <ul style="list-style-type: none"> <li>○ Reflects on own performance, to identify necessary shifts ensuring alignment with leadership standards.</li> <li>○ Promotes a positive culture of morale, performance, productivity, and trust.</li> <li>○ Maintains team commitment through People and Culture policies, performance management, communication, and recognition.</li> <li>○ Communicates Citycare Property’s values, strategy, and expectations.</li> <li>○ Collaborates across the business to support overall objectives.</li> </ul> </li> </ul>
<b>Delivering the “Toward 2030” Strategy through the “High5” priorities</b>	<ul style="list-style-type: none"> <li>● Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: <ol style="list-style-type: none"> <li>1. We are for Social Infrastructure</li> <li>2. We are a Good Kiwi Company</li> <li>3. People and Their Safety are at the Heart of Everything We Do</li> <li>4. We deliver a World-Class Service</li> <li>5. We Build, Operate, Maintain, and Renew.</li> </ol> </li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>● Lead the planning, execution, and monitoring of the HRIS implementation project.</li> <li>● Develop and manage project timelines.</li> <li>● Coordinate with internal and external stakeholders to ensure project milestones are met.</li> <li>● Drive and manage People Projects Partner performance to ensure on-time delivery of key milestones, with clear accountability measures and escalation procedures for delays.</li> <li>● Identify and mitigate project risks and issues.</li> <li>● Ensure project deliverables meet quality standards and business requirements.</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>● Develop and implement change management strategies to support the HRIS implementation.</li> <li>● Communicate effectively with all levels of the organisation to ensure understanding and buy-in.</li> <li>● Conduct training sessions and create support materials to facilitate user adoption.</li> <li>● Monitor and address resistance to change, providing support and solutions as needed.</li> <li>● Evaluate the effectiveness of change management activities and adjust strategies as necessary.</li> </ul>
<b>Process Improvement</b>	<ul style="list-style-type: none"> <li>● Assess current business processes and identify areas for improvement.</li> <li>● Document and standardise processes to ensure they align with best practices and the new HRIS system.</li> <li>● Collaborate with the Operations team and People and Culture business partnering team to optimise processes.</li> <li>● Ensure that all process changes are effectively communicated and implemented.</li> <li>● Continuously monitor and refine processes to ensure ongoing efficiency and effectiveness.</li> </ul>

<b>System Management</b>	<ul style="list-style-type: none"> <li>• Oversee the configuration of the HRIS to ensure it meets organisational needs.</li> <li>• Collaborate with the People Projects Partner to customise the system based on specific requirements.</li> <li>• Ensure system configurations are aligned with business processes and best practices and are documented.</li> <li>• Test and validate system configurations to ensure functionality and performance.</li> <li>• Provide ongoing support and adjustments to the system configuration as needed</li> <li>• Establish Change Control process to ensure that future configuration changes are documented and approved.</li> <li>• Establish test and regression plans to ensure that future software releases are delivered without negative business impact.</li> </ul>
<b>Organisational Citizenship</b>	<ul style="list-style-type: none"> <li>• Upholds and exemplifies Citycare Property's Values every day.</li> <li>• Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities.</li> <li>• 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.</li> <li>• Participates in the implementation of sustainability and environment initiatives within the business.</li> <li>• Upholds and complies with approved Citycare Property's policies, plans, and programmes.</li> <li>• Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role.</li> <li>• Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.</li> <li>• Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely. and supports the best interests of the business.</li> <li>• Establishes and maintains credibility and respect by building strong working relationships across the business.</li> <li>• Develops and supports colleagues, being quick to identify and problem solve any issues.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type, as required by the Employer.</li> <li>• 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.</li> </ul>

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### Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsible for and required to:</b>	<ul style="list-style-type: none"> <li>• Be personally responsible for your own and others' Health, Safety and Wellbeing at work.</li> <li>• 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.</li> <li>• Be familiar with Health, Safety and Wellbeing procedures.</li> <li>• Always establish and insist upon safe methods and safe practices.</li> <li>• Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li> <li>• Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.</li> </ul>
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<b>All People leaders are personally accountable for:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>• Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li> <li>• Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> <li>• Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li> </ul>
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### Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"> <li>• People and Culture Team</li> <li>• Operations Team</li> <li>• Technology Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Implementation Partner</li> <li>• Citycare Water People and Culture Team</li> <li>• HRIS Solution Provider</li> <li>• Relevant Industry Groups</li> </ul>

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### Qualifications | Ngā Tohu Mātauranga

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification (NCEA Level 7) in related field e.g. Bachelor's degree in business administration, Human Resources, Information Technology OR equivalent industry knowledge.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Advanced project management certifications, such as PRINCE2 or Agile Project Management.</li> </ul>

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### Experience | Ngā Pukenga

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years' experience in Project or Change Management.</li> <li>• Experience in a leadership role.</li> <li>• Excellent communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.</li> <li>• Proficiency in HRIS systems and related technologies.</li> <li>• Strong analytical and problem-solving skills.</li> <li>• Ability to manage multiple priorities and meet deadlines in a fast-paced environment.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Experience in project management within the HR domain, with a focus on HRIS implementation.</li> <li>• Advanced knowledge of HRIS systems and best practices.</li> <li>• Expertise in process improvement and business process reengineering.</li> </ul>

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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:**

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**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.