

POSITION DESCRIPTION

Position Title:	Project Manager		
Reporting to:	Delivery Manager		
Direct reports: Indirect reports:	N/A	Location:	Queenstown / Tāhuna
Date created:	11/01/2025	Date last updated:	09/12/2025

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 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.

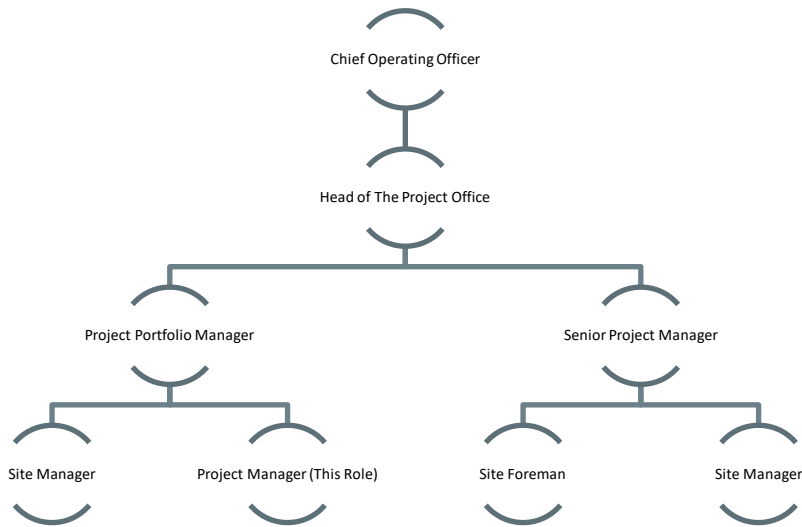
Primary Focus | Te Arotahi Matua

The primary focus of the Project Manager is to manage project resources efficiently, ensuring adherence to specifications and budgetary constraints. This involves communication with clients, subcontractors, and internal teams, as well as maintaining high standards of Health, Safety, Quality, and Environmental compliance. Additionally, the role includes building and maintaining client relationships, stakeholder management, and supporting Citycare Property's commitment to sustainability and community engagement.

The Project Manager will oversee the execution of operational, financial, and customer performance of projects within the Social Infrastructure sector unit. Responsibilities include improving project efficiency, managing customer relationships, overseeing subcontractors, and handling health and safety and financial reporting.

Key responsibilities for the Project Manager include:

- Achieving or exceeding budgeted turnover and gross margin results on projects.
 - Identifying and securing new business opportunities outside the existing client base.
 - Developing relationships with clients, subcontractors, and other Citycare Property departments to enhance the company's opportunities.
 - Demonstrating and promoting best practices, ethical conduct, and professionalism in project management.
 - Ensuring ongoing customer engagement and satisfaction.
 - Utilizing Procore software to support project management.
 - Demonstrating leadership in health, safety, quality, and environmental compliance, including incident reporting and maintaining a safe work environment.
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Key Accountabilities | Ngā Kawenga Takohanga

<p>“Delivering” or “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"> We are for Social Infrastructure We are a Good Kiwi Company People and Their Safety are at the Heart of Everything We Do We deliver a World-Class Service We Build, Operate, Maintain, and Renew.
<p>Client Care</p>	<ul style="list-style-type: none"> Establish and sustain a close relationship with our clients founded on trust and collaboration, with the objective of comprehending their needs and delivering the most appropriate solutions.
<p>Quality assurance and continuous improvement</p>	<ul style="list-style-type: none"> Thorough understanding of the quality requirements at the project level. Establish standards for monitoring the quality of works and services delivered to achieve a zero-rework target. Proactive approach in identifying ways to optimize internal processes, communications, and the quality of project deliverables.
<p>Contract Management</p>	<ul style="list-style-type: none"> Effectively manage the contract throughout its lifecycle, starting with negotiating favourable terms. Possess a comprehensive understanding and working knowledge of NZS3910. Prepare, review, and negotiate contract conditions with the Principal, ensuring that contractual risks are appropriately mitigated. Escalate and seek legal advice when necessary. Review subcontract agreements to ensure risks are adequately mitigated and that subcontract clauses align with the head contract. Ensure all contractual communications are conducted in a timely and professional manner, aiming to inform all stakeholders about contract deliverables and any changes that may affect the agreed terms and conditions. Manage contract variations in accordance with contractual terms and conditions. Ensure timely and accurate communication regarding the nature and impact of variations on project delivery. Review and approve head contract and subcontract variations, ensuring they are properly documented.

Project Procurement	<ul style="list-style-type: none"> • Conduct a thorough analysis of project deliverables, determine procurement and subcontracting strategies to ensure effective project delivery. Ensure that the project work packages encompass the entire project scope. • Prepare tender packages for subcontracted trades with clearly defined scopes aligned with the head contract deliverables. Ensure clear communication and timely responses to subcontractor queries. • Review subcontractor quotes to ensure alignment with work package requirements. Coordinate the clarification of subcontractor terms and finalize the subcontractor scope. Conduct transparent and fair reviews of subcontractor tenders. • Appoint subcontractors to deliver the project scope as agreed upon during the tender stage. Provide clear and fair feedback to unsuccessful subcontractors.
Project Programming	<ul style="list-style-type: none"> • Build project programmes (up to 100 tasks) in coordination with the project team. • Update project programmes, managing task interdependencies and mitigating the effects of project delays. Ensure timely communication of the impact of project updates to all project stakeholders and mitigate their impact on critical activities. • Identify the project's critical path and mitigate any associated risks. • Identify critical project milestones and ensure all project stakeholders collaborate in meeting the agreed-upon project milestones. Document and agree upon any changes to the milestones with all project stakeholders. • Ensure appropriate resources are allocated against all project tasks and that the selected resources can deliver the tasks assigned within the time allocated.
Cost management	<ul style="list-style-type: none"> • Prepare project budget based on the project scope for projects up to \$1M in collaboration with the project estimator and quantity surveyor. • Review the project Preliminary & General requirements and ensure all necessary costs are included. • Recommend project margin according to the CCL guidelines or the applicable services delivery contract. • Review and approve the project Contingency proposed by the project team, ensuring project financial risks are fully addressed. • Conduct a project risk review and assess their financial impact, ensuring an appropriate mitigation of project financial risks. • Achieve contract financial goals • Improve project delivery efficiency • Ensure diligent tracking and management of project costs. Prepare client invoicing to reflect the conditions of the contract and the project progress. • Review subcontractor progress claims to ensure they align with the subcontractor conditions and the progress on site, maintaining a positive project cash flow to minimize CCL financial risk. • Ensure compliance, monitor performance, and identify cost savings or revenue opportunities. Use strategic planning, risk management, and regular audits. Maintain clear communication with stakeholders to address issues and align expectations with performance.

Health and Safety	<ul style="list-style-type: none"> • Prepare a comprehensive Site-Specific Safety Plan (SSSP) to identify all health and safety risks and implement appropriate controls to mitigate them. • Prepare a detailed site management plan to ensure optimal and safe use of the project site. This should include, but is not limited to, sediment control, traffic management, and location of site facilities, in collaboration with the site manager. • Use CCL templates to prepare the Job Safety Analysis (JSA). Ensure the JSA is communicated to all site personnel and that all subcontractors and site staff understand the associated risks and controls for the tasks to be completed. • Oversee the conduct and documentation of toolbox talks according to agreements with the site management team. • Provide guidance to the project team in preparing the site hazard register, ensuring the information is accurate and up to date.
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.

	<ul style="list-style-type: none"> 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.
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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 Project Manager Site Manager Project Coordinator Health and Safety Advisors 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. Professional bodies. Industry stakeholders. Other miscellaneous stakeholders and suppliers

Qualifications | Ngā Tohu Mātauranga

Essential	<ul style="list-style-type: none"> Tertiary qualification (NZOCF Level 7) in relevant subject (e.g. Engineering, Construction, Project Management). Site Safety or similar certification required Full Class 1 License
Ideal	<ul style="list-style-type: none"> PRINCE or PMP certificate

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> Minimum of 5 years' experience in managing projects of \$1M+. Commercial contracting or project management experience. Proven ability to manage clients and deliver on contractual commitments. 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"> Demonstrable procore working experience Microsoft Project working 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.