

POSITION DESCRIPTION

Position Title:	Quality Assurance & Compliance Auditor		
Reporting to:	Commercial Contract Manager		
Direct reports: Indirect reports:	0 0	Location:	Tāmaki Makaurau (Auckland)
Date created:	26 November 2024	Date last updated:	

About Us | Mō Mātou

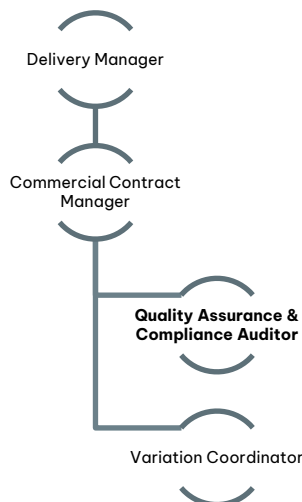
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand)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

Responsible for ensuring Citycare Property’s operations is meeting or exceeding the expected service level outcome to the community parks and facilities. This is done through the technical auditing of the parks and facilities planned and response maintenance activities that have been undertaken and providing specialist advice on whether they are compliant or there are opportunities for improvement.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>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"> 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>Key Accountabilities & Deliverables</p>	<ul style="list-style-type: none"> • A subject matter expert on all of the contract specifications. Can easily look at the parks and facilities and know whether they are compliant with the specifications. • Able to clearly articulate where there are shortcomings in meeting the contract specifications, what the shortcoming is, and what is required to remedy. • Identify where there are response workorder related activities that need to be undertaken and raise the work requests for these. • Able to identify where there are opportunities for Citycare Property to undertake additional maintenance works for the betterment of the assets. • Quickly learn new technical specifications in the areas of open space maintenance, building maintenance and construction. • Ability to train others in what good looks like with the quality of planned and reactive maintenance within Citycare Property’s contract works. • Highest understanding of risk assessment and mitigation, particularly with public and personal safety. • Proactively attain knowledge of new industry methods or processes and apply to situations where applicable. • Active member of the Contract Management Team. Continually looking for ways to contribute positively to the team environment. • Build strong trusting relationships with the customer Auditors and Facilities Managers • Represent Citycare Property as a valued member of the community through incredible customer service to those using our parks and facilities. Ensure the community you interact with are left with a positive impression of the work you and Citycare Property do. • Assisting staff to identify improvements through discussing audit results and how to implement changes to enhance efficiency gains. • Keeping active communication for safety as often working alone in the field. • Comprehensive capture of the quality of maintenance works into the relevant system on the portable device. Ensure there is adequate photo proof and written text to help tell the story. • Ability to diagnose and resolve technology issues and improvement opportunities (with the support of the technology team) • Provide trend analysis on the data that is captured over the month. • Identify from site audits areas not included in the Parks Maintenance Contracts and report findings to Contracts/Operations Manager/ relevant Team Leader for follow up action. • Report Best Practice improvements to Contracts Engineer for inclusion in Monthly Report to the client. • Identify methods, procedures and processes that would assist field staff to improve productivity and change working habits and behaviour to their benefit.

Communication	<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.
Relationships	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with 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"> • Quickly establishes credibility and respect and build strong working relationships with 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.
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.

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. • Subcontractors. • External Suppliers. • 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

Essential	<ul style="list-style-type: none"> • Class 1 Drivers licence
Ideal	<ul style="list-style-type: none"> • National Diploma in Horticulture • National Certificate Horticulture L4

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Passion for parks and building spaces • Understanding of maintenance and construction activities
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	<ul style="list-style-type: none"> • Honesty and Integrity • Comfortable working alone for long periods of time • Ability to learn comprehensive technical specifications • Good with technology and data entry
Ideal	<ul style="list-style-type: none"> • Turf background • Good presenting skills • Thorough knowledge of specifications and audit processes • Working knowledge of H & S in Employment Act

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.