

POSITION DESCRIPTION

Position Title:	Safety and Wellness Manager		
Reporting to:	Head of Safety, Quality and Risk		
Direct reports: Indirect reports:	3-6 Up to 6	Location:	Christchurch
Date created:	December 2021	Date last updated:	July 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 700 kaimahi (employees).

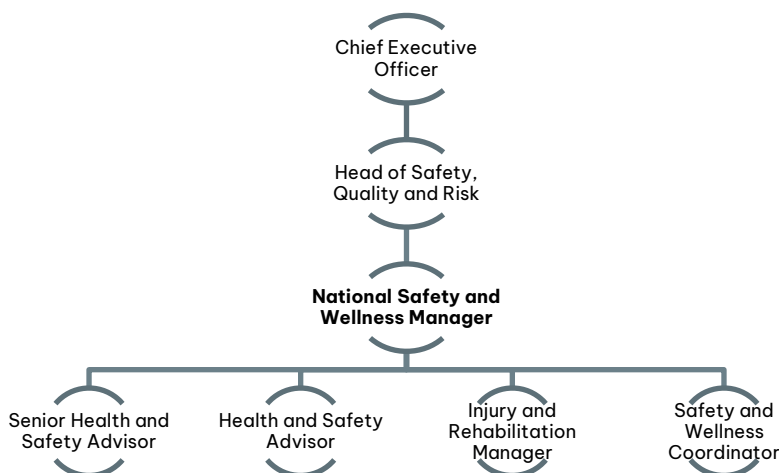
Towards 2030 is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built AROUND five strategic priorities called the "**High5**". These five priorities provide clear direction on what will 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 leads and drives the Company's focus on safe work practices and wellness programmes across all levels of the organisation. The role is responsible for developing and delivering the annual Safety and Wellness Plan, providing technical advice and support, and leading a team that engages with staff across field and office environments.

The role supports Executive and Board governance through reporting on safety and wellness performance, assurance activity, incidents, near misses, and progress against key initiatives. This role requires strong leadership presence and effective relationship management with internal and external stakeholders. It is responsible for fostering a practical, proactive and values-led approach to safety and wellness across Citycare Property.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

People Leadership	- 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: 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: - 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	- Decisions and actions taken are made in alignment with Citycare Property's strategic priorities: - 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.
Excellence in Health & Safety	- Lead the development and monitor the achievements of Property's Safety and Wellbeing Annual Plan and ensure there is alignment with the company Strategic Plan and Statement of Intent. - Drive improvement initiatives, including intentional delivery of improvements into a national business. - Ensure the Health and Safety Management System is maintained, accurate and fit for purpose (Policy, KSE, Process and Systems), easy for our front line, office and contractors to use and interact with. - Ensure that Policies and SOPs are foundational elements that are practical and understandable and ensure our work practises keep staff safe and comply with legal requirements. - Establish and maintain ways of monitoring business compliance with the Citycare Health and Safety Management System. - Ensure resources and tools are simple, understandable, and useful. - Be the Property business owner of technology supporting safety and wellness. - Lead the development and implementation of the internal communications plan for the Safety and Wellbeing team, using intentional channels,

	planned content, and meaningful messaging to highlight the good, and to make and embed change where improvements are needed. • Develop and oversee the safety assurance programme, and report on progress, raising issues with the Head of Safety, Quality and Risk when identified. • Develop and ensure delivery of our wellbeing programme and manage the development of suitable events, communications, newsletters, and safety alerts. • Oversee the annual health monitoring programme, review results, provide reporting to Head of Safety, Quality and Risk. Ensure that there is engagement with Property Managers and Supervisors to follow up on abnormal results. • H&S Committee Liaison – Support the Depot H&S Committees, Chairs, and H&S Representatives to strive for a consistently meaningful approach to safety and wellbeing at a local level. Ensure safety reporting data is provided for each meeting that informs learning and engagement of a safe work culture. • Drive continuous improvement with safety culture, measured through increased reporting, reduced injuries, and increased staff engagement (Concordia)
Excellence in compliance	• Ensure the safety management system supports ongoing accreditation with ACC, ISO and any other pre-qual accreditations required. Support the coordination of internal audits and site preparedness. Plan and accompany accreditation auditors during the audits and ensuring any follow up work is undertaken in the required time. • Drive and encourage effective safety interactions (at all levels in the organisation), conduct Critical Risk Assessments and provide a level of assurance from personal interaction. • Drive and maintain an effective H&S section in Te Whare with relevant H&S Framework, Communication and Training, and Key H&S Resources and Links. • Ensure that investigations required in accordance with our HS KSE guide (including ICAM) are completed in a timely manner, with root cause and actions communicated, managed and closed out., w • Worksafe interactions are centrally managed. Review all reports required by clients or sub-contractors before release. Ensure stakeholder communication is clear, concise and accurate. • Be the technical expert advising Senior Leadership Team and Leaders on technical matters and the Citycare H&S framework and services. • Oversee Property's role in the ACC Partnership programme, Occupational Health and Wellness providers / programme, Drug & Alcohol programmes. • Ensure there is effective case and claim management in association with current providers and two-way information to the line managers, HR and Payroll as required. • Utilise reporting and data to drive continuous improvement and advise on risk.
Relationship excellence	• Stay up to date with the latest Safety and Wellbeing research and network with other H&S experts. • Represent Citycare Property at external forums, review any regulation or legislation changes and make recommendations for how Citycare Property should respond. • Be the key point of contact for regulatory bodies such as Worksafe and ACC. • Manage the relationships contracts with Safety and Wellness vendors and ensure KPIs are met

	• Manage all external communications with regulatory bodies and represent Citycare at relevant forms or events.
Team Management	• Lead the Property Safety and Wellness team by ensuring clear roles and responsibilities and providing mentoring and guidance to support staff prioritise work activity and engagement with the business. • Conduct fortnightly 1-1, team meetings and other where required, realign on priorities and reset/confirm focus areas. • Set the tone for Property's commitment to staff and sub-contractors getting home safely every day. • Ensure the team feel supported, encouraged and aligned with the annual safety plan, KPI, and organisational requirements.
Board and Executive reporting	• Provide insightful and timely reports for all meetings and additional adhoc advice as requested. • Analyse data, gather benchmarking information, and make recommendations from the insights gathered. • Provide all forms of governance reporting and advice as required and support the GM Corporate Services to ensure the Board H&S Committee meets its terms of reference requirements (in regard to Property). • Work with Citycare Group HS to ensure consistency and shared learnings cascade and align Governance assurance to operations.
Organisational Citizenship	• 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	• 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:	• 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.
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	• 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:	• 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	• All Citycare Property kaimahi including: ○ Delivery Managers ○ Divisional Managers (BM, OSM, Sub-Contractors) ○ Minor Capital Works Teams ○ Operational team members ○ Support function team members, including Finance, Administration, People & Culture ○ Other divisional and branch team members as required.
External	• Customers • Facilities Management • Tenants • Subcontractors • External Suppliers • General public and business affected by contractors • Specialist external consultancies and technical specialists • Professional bodies • Industry stakeholders • Local authorities • WorkSafe • Mates in Construction and other stakeholders supporting wellness/safety • Regulatory bodies (e.g., WellNZ, ACC)

Qualifications | Ngā Tohu Mātauranga

Essential	• Tertiary qualification in Health and Safety, Risk Management, Business, or a related field, or equivalent industry experience • Strong working knowledge of New Zealand health and safety legislation and regulatory requirements. • Competency with Microsoft Office, H&S systems and reporting tools.
Ideal	• Post-graduate qualification in Health and Safety, Risk, Business, or Leadership. • Formal auditing, investigation, risk management, or ICAM certification.

	• Membership of a relevant professional body, such as HASANZ, NZISM or equivalent. • Knowledge of ACC/WorkSafe programmes, accreditation requirements, or wellbeing frameworks.
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Experience | Ngā Pukenga

Essential	• Minimum 7–10 years' experience in health and safety, including experience in a leadership role. • Proven experience developing and delivering health, safety and wellbeing strategies, plans, and initiatives. • Experience leading, coaching, and developing health and safety professionals or operational teams. • Demonstrated leadership capability, including the ability to influence, coach, and embed positive change. • Strong relationship management, communication, and stakeholder engagement experience. • Experience providing technical advice and support to leaders across a complex organisation. • Experience with incident management, near miss reporting, investigations, assurance activity, and corrective actions. • Experience using lead and lag indicators to monitor performance, identify trends, and drive improvement.
Ideal	• Experience in a national or multi-site health and safety leadership role. • Experience leading safety and wellbeing transformation or culture change programmes. • Experience in contractor management, assurance programmes, or high-risk work environments. • Experience working with unions, regulators, clients, or external auditors. • Experience in utilities, infrastructure, facilities management, construction, or maintenance environments.

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.