

POSITION DESCRIPTION

Position Title:	Supervisor		
Reporting to:	Branch Manager		
Date created:	26 April 2024	Date last updated:	26 April 2024
Direct reports:	21	Location:	Far North District Area - Kerikeri

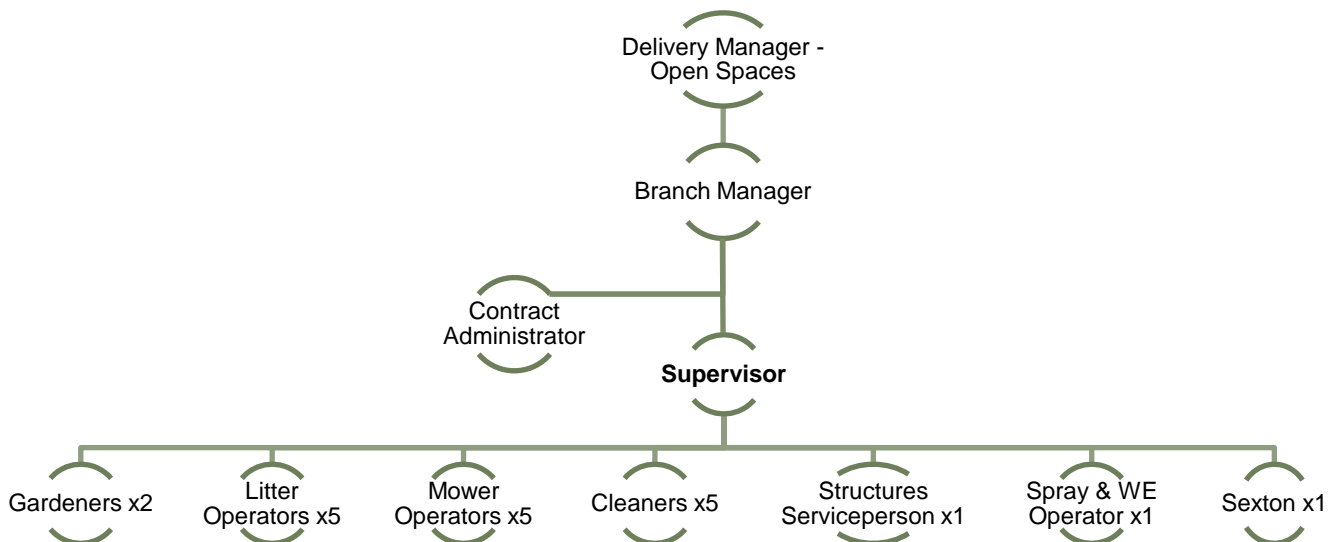
About Us | Mō Mātou

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). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its subsidiary, Spencer Henshaw.

Primary Focus | Te Arotahi Matua

Assume responsibility for overseeing maintenance and project deliverables. This includes meticulously planning plant, materials, and staff/subcontractor scheduling to meet budgetary goals while adhering to compliance requirements. You will play a key role in leading, supervising, and training staff to ensure their competence in various tasks. Ensuring strict adherence to Health and Safety protocols, including compliance with all Citycare Policies and Procedures, will be a crucial aspect of your responsibilities. Additionally, you will strive to maximize contract financial returns by enhancing operational efficiency and effectively managing customer and staff relationships. Your role also involves diligent asset management to achieve contractual KPIs and meet monthly targets.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Operational Supervision	<ul style="list-style-type: none"> Daily tasks include managing timesheets, flexi purchases, supplier invoices, job sign-offs, job planning, and quoting. Conduct regular Health, Safety, and Environment (HSE) inspections, with a minimum of four per month.
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	<ul style="list-style-type: none"> • Lead and manage HSE compliance for staff and subcontractors, including subcontract audits as scheduled. • Perform contract quality audits to ensure compliance with specifications. • Monitor contract deliverables to meet specified requirements and key performance indicators, including rounds-based activities and "aged jobs." • Maintain a strong focus on health and safety compliance, including hazard identification and management through permits, JSEA, and risk assessments. • Monitor and communicate critical data such as productivity, grass growth, chemical usage, and plant hours, meeting reporting requirements. • Support the self-delivery team through project management, assessing team capabilities and prioritizing quick quote turnaround times. • Utilize proactive and organized planning approaches to maximize efficiencies during site visits. • Champion innovative approaches and seek cost-saving alternatives to effectively meet deliverables.
Excellence with People, Communication & Relationships	<ul style="list-style-type: none"> • Emphasize a collaborative team approach, recognizing that success stems from collective efforts. • Prioritize building and maintaining professional, respectful, and positive relationships with clients, the public, suppliers, and staff. • Promote a customer-focused service approach. • Efficiently deploy resources to maximize output, while clearly communicating targets and goals. • Motivate, mentor, develop, and train staff to enhance efficiency and productivity. • Encourage staff ownership and engagement through regular feedback. • Actively manage staff performance to achieve desired outcomes. • Celebrate and showcase staff and team successes within the branch. • Collaborate with other branch teams and nationally to explore potential opportunities. • Manage People matters, including recruitment, inductions, performance, competency assessments, training, and subcontractor engagement, following company processes. • Adhere to the company's 'Delegated Authority - Operations' policy for financial tasks. • Maintain high staff retention rates to ensure a stable workforce. • Responsively address administrative queries to meet deliverables.
Good Kiwi Company	<ul style="list-style-type: none"> • Embrace the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices. • Adheres to 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 Citycare Property's expectations. • Champions the implementation of any sustainability and environment initiatives with the business unit. • Influences the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.
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.
Additional Duties	<ul style="list-style-type: none"> • Any other duties of a similar type 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 have responsibility to	<ul style="list-style-type: none"> • Be personally responsible for their 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 the 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 Managers are personally accountable for	<ul style="list-style-type: none"> • For the Health, Safety and Wellbeing performance for work areas over which they have control. • For their continued management competence in Health, Safety and Wellbeing. • By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. • Ensure all Health, Safety and Wellbeing requirements are always adhered to. • Appropriately manage overall Health, Safety, Environment and Wellness. • Ensure that work is performed in a safe manner and in a safe environment. • Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.

Qualifications | Ngā Tohu Mātauranga

Ideal	<ul style="list-style-type: none"> • Leadership Qualification
Essential	<ul style="list-style-type: none"> • Full Class 1 Drivers Licence • Relevant Hort and/or Turf Qualification - Level 4

Experience | Ngā Pukenga

Ideal	<ul style="list-style-type: none"> • HR/People management skills
Essential	<ul style="list-style-type: none"> • 5 years relevant experience • High standard of customer service • Proven ability to lead, manage, motivate and communicate with others effectively. • Proven ability in good time management, planning, process management and managing and measuring deliverables. • Competent user of Word, PowerPoint, Excel, and Outlook. • Good written and verbal communication skills.

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ General Manager – Local Government ○ Branch Manager ○ Supervisor ○ Contract Administrator ○ Health & Safety Team ○ People Team ○ Fleet Team ○ Technology Team
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External	<ul style="list-style-type: none"> • Key Customers • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier
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Disclaimer | Te Whakakape

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Signed by the Employee:

Date:

Signed on behalf of Employer:

Date:

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.