

POSITION DESCRIPTION

Position Title:	Supervisor Horticulture		
Reporting to:	Branch Manager		
Direct reports:	13	Location:	Waikato
Date created:	27 th September 2023	Date last updated:	16 th October 2025

About Us | Mō Mātou

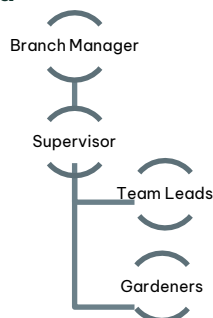
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to *enhance the wellbeing of our communities* through our shared values of **We Discover**, **We Deliver**, and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its 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

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

<p>People Leadership</p>	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ 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.
<p>Delivering 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>Operational Supervision</p>	<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. • 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.

	<ul style="list-style-type: none"> • Utilise 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.
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

<p>All kaimahi are responsible for and required to:</p>	<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.
<p>All People leaders are personally accountable for:</p>	<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

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

Qualifications | Ngā Tohu Mātauranga

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

Experience | Ngā Pukenga

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.
Ideal	<ul style="list-style-type: none">• HR/People management skills

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.