

## POSITION DESCRIPTION

<b>Position Title:</b>	Transition Administrator		
<b>Reporting to:</b>	Transition Manager		
<b>Direct reports:</b> <b>Indirect reports:</b>	n/a	<b>Location:</b>	
<b>Date created:</b>	12 December 2025	<b>Date last updated:</b>	19 December 2025

### About Us | Mō Mātou

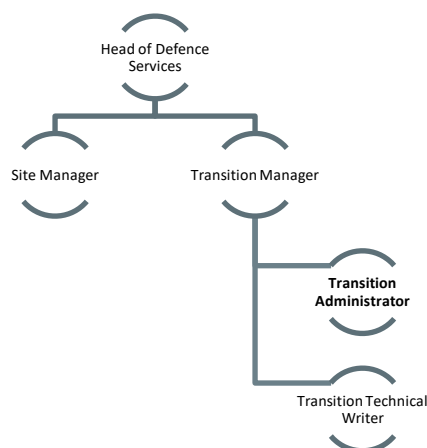
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand)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

The Transition Administrator plays a pivotal role in supporting the Transition Manager and Transition Technical Writer during the mobilisation, transition-in, and disengagement phases of NZDF facilities maintenance service contracts. This position ensures effective coordination, documentation, and communication throughout the transition period, contributing to the smooth handover of responsibilities, operations, services, and assets as outlined in Schedule Ten: Transition and Schedule Six: Operational Planning and Management.

### Your Team | Tō Kapa



### Key Accountabilities | Ngā Kawenga Takohanga

<p><b>“Delivering” or “contributing to” the “Toward 2030” Strategy through the “High5” priorities</b></p>	<ul style="list-style-type: none"> <li>• Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities:             <ol style="list-style-type: none"> <li>1. We are for Social Infrastructure</li> <li>2. We are a Good Kiwi Company</li> <li>3. People and Their Safety are at the Heart of Everything We Do</li> <li>4. We deliver a World-Class Service</li> <li>5. We Build, Operate, Maintain, and Renew.</li> </ol> </li> </ul>
<p><b>Administrative Support:</b></p>	<ul style="list-style-type: none"> <li>• Provide comprehensive administrative support to the Transition Manager and Transition Technical Writer, including scheduling meetings, maintaining transition documentation, and tracking milestones in line with the Mobilisation Plan, Operating Management Plan, and related transition deliverables.</li> </ul>
<p><b>Documentation Management:</b></p>	<ul style="list-style-type: none"> <li>• Provide comprehensive administrative support to the Transition Manager and Transition Technical Writer, including scheduling meetings, maintaining transition documentation, and tracking milestones in line with the Mobilisation Plan, Operating Management Plan, and related transition deliverables.</li> </ul>
<p><b>Milestone Tracking:</b></p>	<ul style="list-style-type: none"> <li>• Monitor progress against transition milestones, including recruitment of key personnel, establishment of call centres, induction processes, and validation of asset lists.</li> <li>• Update stakeholders on milestone achievement and flag any deviations or delays.</li> </ul>
<p><b>Communications Coordination:</b></p>	<ul style="list-style-type: none"> <li>• Facilitate communication between the Transition Manager, Transition Technical Writer, Supplier personnel, NZDF representatives, and other involved parties.</li> <li>• Manage distribution of meeting notes, action items, and ensure timely follow-up on outstanding tasks.</li> <li>• Coordinate transition workshops and induction sessions for new personnel and subcontractors, ensuring attendance records are maintained and all participants receive necessary orientation materials.</li> </ul>
<p><b>Data and Records Management:</b></p>	<ul style="list-style-type: none"> <li>• Support the maintenance and transfer of records and data, ensuring compliance with NZDF requirements for record keeping, document control, and data security.</li> <li>• Assist in preparing records for transfer to NZDF systems or successor suppliers during disengagement.</li> </ul>
<p><b>Quality and Compliance:</b></p>	<ul style="list-style-type: none"> <li>• Assist the Transition Technical Writer in compiling evidence for quality assurance activities, such as self-audits, non-conformance documentation, and compliance reporting.</li> <li>• Help ensure all transition activities adhere to the Operating Management Plan and Quality Plan requirements.</li> </ul>
<p><b>Environmental and Safety Support:</b></p>	<ul style="list-style-type: none"> <li>• Aid in the collection and organisation of information for Environmental Management Plans and Facilities Safety Management Plans, including incident reporting and corrective action tracking.</li> </ul>
<p><b>Business Continuity and Disaster Recovery:</b></p>	<ul style="list-style-type: none"> <li>• Assist with the administration of activities and documentation related to Business Continuity Plans and Disaster Recovery Plans, including scheduling annual testing and distributing test results.</li> </ul>
<p><b>Disengagement Process:</b></p>	<ul style="list-style-type: none"> <li>• Support the Transition Manager and Technical Writer during contract close-out and disengagement, facilitating handover of documents, keys, registers, and ensuring all outstanding work and claims are completed.</li> </ul>
<p><b>Organisational Citizenship</b></p>	<ul style="list-style-type: none"> <li>• Upholds and exemplifies Citycare Property’s Values every day.</li> <li>• Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities.</li> <li>• 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.</li> <li>• Participates in the implementation of sustainability and environment initiatives within the business.</li> <li>• Upholds and complies with approved Citycare Property’s policies, plans, and programmes.</li> <li>• Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role.</li> <li>• Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely. and supports the best interests of the business.</li> <li>• Establishes and maintains credibility and respect by building strong working relationships across the business.</li> <li>• Develops and supports colleagues, being quick to identify and problem solve any issues.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type, as required by the Employer.</li> <li>• 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.</li> </ul>

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### Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsible for and required to</b>	<ul style="list-style-type: none"> <li>• Be personally responsible for your own and others' Health, Safety and Wellbeing at work.</li> <li>• 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.</li> <li>• Be familiar with Health, Safety and Wellbeing procedures.</li> <li>• Always establish and insist upon safe methods and safe practices.</li> <li>• Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li> <li>• Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.</li> </ul>
<b>All People leaders are personally accountable for</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>• Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li> <li>• Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> <li>• Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li> </ul>

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### Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Transition Manager</li> <li>• Transition Technical Writer</li> <li>• All Citycare Property kaimahi including: <ul style="list-style-type: none"> <li>○ Strategic Growth</li> <li>○ People &amp; Culture</li> <li>○ Delivery Managers</li> <li>○ Operations Manager</li> <li>○ Workforce Planners</li> <li>○ Administration Staff</li> <li>○ Finance Staff</li> <li>○ Fleet &amp; Procurement Staff</li> </ul> </li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Supplier Personnel and Subcontractors</li> <li>• NZDF Representatives</li> <li>• Outgoing and Successor Suppliers</li> </ul>

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### Security Clearance Requirements | Ngā Here Whakawāteatanga Whakahaumarutanga

<b>Security Clearance Requirements</b>	<ul style="list-style-type: none"> <li>• Must be a New Zealand citizen or hold a New Zealand Residence Class visa.</li> <li>• Ability to obtain and maintain any Defence site access or security clearance required for the role, as determined by NZDF.</li> <li>• Ability to provide verifiable identity, residency, and employment history to support security vetting.</li> </ul>
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**Qualifications | Ngā Tohu Mātauranga**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Qualifications in relevant industry.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Formal study or professional development in technical writing, information design, communications, or a related discipline</li> <li>• Additional training or exposure to project, change, or delivery methodologies</li> </ul>

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**Experience | Ngā Pukenga**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Proven experience in administrative support roles, preferably in large-scale transitions or facilities management environments.</li> <li>• Strong organisational skills with an ability to manage multiple tasks and deadlines.</li> <li>• Excellent attention to detail and document management capabilities.</li> <li>• Effective communicator with strong interpersonal skills for coordinating between diverse stakeholder groups.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Proficiency in Microsoft Office suite and electronic document management systems.</li> <li>• Understanding of compliance, quality assurance, and business continuity processes is an advantage.</li> </ul>

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**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:**

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**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.