

POSITION DESCRIPTION

Position Title:	Transition Manager		
Reporting to:	Head of Defence Services		
Direct reports: Indirect reports:	2	Location:	
Date created:	September 2025	Date last updated:	March 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).

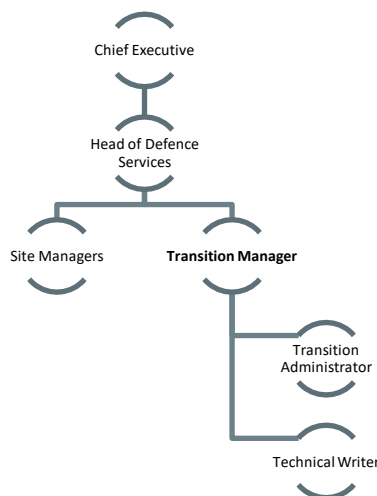
Towards 2030 is Citycare Property’s strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the **“High5”**. These five priorities provide clear direction on what will 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

The Transition Manager is a critical role, responsible for the effective planning, coordination, and delivery of all activities required to transition and mobilise a new FM contract. This position ensures a smooth handover from a customer’s current FM delivery with the successful commencement of services, aligning strategic objectives with operational readiness, client satisfaction, and regulatory compliance.

The role demands high-level project management skills, exceptional stakeholder engagement, and the ability to work across diverse functional teams. The Transition Manager acts as the link between customers, internal teams, subcontractors, and third parties, ensuring that all elements of the mobilisation and transition phase are delivered on time, within budget, and to the highest standards

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 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>Transition Management</p>	<ul style="list-style-type: none"> • Understands fully the tender deliverables including resourcing (people and plant), expected services, proposed delivery model and costs. • Fully plans and manages the contract mobilisation. • Develops and implements comprehensive mobilisation plans in alignment with contract requirements and client expectations. • Identifies critical milestones, deliverables, and dependencies, establishing clear timelines and contingency measures. • Coordinates resources, including staff, equipment, and materials, to support the mobilisation process. • Monitors project progress, providing regular updates and reports to senior management and stakeholders. • Documents Contract Registers and Management Plans. • Ensures transition risks are managed and mitigated.
<p>Stakeholder Engagement & Communication</p>	<ul style="list-style-type: none"> • Acts as the primary point of contact for customers during the contract mobilisation and transition phase, building trust and demonstrating responsiveness to their needs. • Facilitates communication between all parties—internal teams, subcontractors, third-party providers, and the client—to resolve issues swiftly and collaboratively. • Conducts regular meetings, briefings, and workshops to ensure all stakeholders are aligned and informed throughout the process.

Risk Management & Compliance	<ul style="list-style-type: none"> • Documents and maintains the Risk Register - Identifies potential risks, challenges, and obstacles that could impact the mobilisation process. • Documents Contract Deliverables register to clarify how these will be managed. • Develops mitigation strategies and action plans to minimise risk and ensure business continuity. • Ensures full compliance with contractual, legal, safety, and environmental requirements. • Maintains up-to-date documentation for audit and quality assurance purposes. • Establishes a Lessons Learned framework to identify future areas for improvement.
Resource Management & Onboarding	<ul style="list-style-type: none"> • Leads the onboarding process for all staff involved in the new contract, coordinating induction, training, and compliance checks. • Works with People and Culture to ensure timely recruitment, vetting, and deployment of personnel. • Establishes clear roles, responsibilities, and reporting structures for the mobilisation team.
Subcontractor Management	<ul style="list-style-type: none"> • Prepares subcontractor Provisions of Services Agreements (POSA) and associated schedules to support commercial sign up of subcontractors. • Prepares subcontractor onboarding packs and induction materials. • Ensures that subcontractors are compliant with the necessary requirements (certificates and qualifications) to undertake work on the Contract. • Ensures that all contractors engaged to work have completed required security clearances and site-specific inductions • Ensures that all subcontractors are aware of our health and safety requirements.
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

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.
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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.
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Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Site Managers ○ Divisional Manager and Team Leaders ○ Operational team members ○ Support function team members, including Finance, Administration, People & Culture, Health & Safety ○ Other site team members as required
External	<ul style="list-style-type: none"> • Customers • Facilities Management • Tenants • Subcontractors • External suppliers • General public and businesses affected by contractors • Specialist external consultancies and providers • Professional bodies • Industry stakeholders • Other miscellaneous stakeholders and suppliers

Security Clearance Requirements | Ngā Here Whakawāteatanga Whakahaumarutanga

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

Essential	<ul style="list-style-type: none"> • Project management certification (e.g., PRINCE2, PMP)
Ideal	<ul style="list-style-type: none"> • Bachelor’s degree in Facilities Management, Business, Engineering, or a related discipline • Relevant health, safety, or risk management training or certification advantageous.

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Proven contract mobilisation and transition experience
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	<ul style="list-style-type: none"> • In-depth understanding of FM contract requirements, industry standards, and compliance obligations.
Ideal	<ul style="list-style-type: none"> • Significant experience in transition, mobilisation, or project management roles, preferably within Facilities Management, property services, or related sectors. • Proven ability to deliver complex projects on time and within budget. • Strong leadership and people management skills, with the ability to motivate and direct cross-functional teams. • Exceptional stakeholder management and communication abilities, with experience navigating complex client environments. • High level of commercial acumen, with experience managing budgets and identifying cost efficiencies. • Proficient with project management tools and software. • Excellent problem-solving, negotiation, and conflict resolution skills. • Ability to work under pressure, manage competing priorities, and adapt to changing circumstances

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.