



POSITION DESCRIPTION

Position Title:	Workforce Planning Coordinator		
Reporting to:	Support Services Team Leader		
Date created:	11 th January 2024	Date last updated:	11 th January 2024
Direct reports:	0	Location:	Christchurch

About Us | Mō Mātou

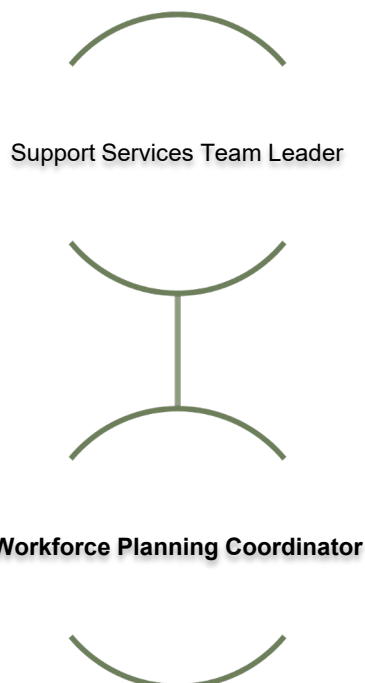
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to *enhance the wellbeing of our communities* through our shared values of **We Discover**, **We Deliver**, and **We Care**. City care Property operates in multiple locations throughout Aotearoa (New Zealand)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

Provide efficient and effective planning and scheduling for operational staff and subcontractors across Property response workstream. The purpose is to meet contractual requirements and productivity targets by triaging work order requests, planning, scheduling and reviewing the end-to-end job workflow process.

All workforce planning activities are managed within Citycare's own workforce planning system, Event Manager

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Good Kiwi Company	<ul style="list-style-type: none"> Leads 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. Leads the implementation of any sustainability and environment initiatives with the business unit. Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.
Communication	<ul style="list-style-type: none"> 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.
Triaging Work Orders	<ul style="list-style-type: none"> Ensure that logged work order requests have sufficient information to allow completion of the request Where more information is required, contact asset owners/ clients to gain further understanding Receive requests via telephone or email requests from customers directly (where no system interface is in place) Prioritize work order requests in accordance with expected completion time and date (system driven) Prepare job ready for scheduling including Setting up appropriate cost codes Identify the task(s) and trade(s) required to complete the work order requests Estimate appropriate job durations for each task within the work order Identify more complex jobs that will require more detailed planning Prompt response and action to resolve any queries/problems
Planning Work Orders	<ul style="list-style-type: none"> Effectively plan multi trade work orders / projects and liaise with supervisors Liaise with suppliers for materials on order Follow up & manage any job 'delays' including Awaiting materials Weather dependencies Difficulties in confirming appointments Arrange trade appointments with our clients and their tenants / customers for multi trade jobs Manage any disruptions in the work schedule due to: Trade staff sickness Weather Urgent jobs received during the day Liaise with Client for any other follow-on work required or approval
Scheduling Work Orders	<ul style="list-style-type: none"> Arrange trade appointments with our clients and their tenants / customers Issue and update purchase orders in the appropriate financial system Schedule work efficiently to: <ul style="list-style-type: none"> Meet contract SLA requirements Minimise trades peoples' travel time Minimise downtime (waiting for work) Optimise productivity (jobs completed per employee) Allow for site specific requirements (Business Rules) Allow for weather or other job pre-requisites Allow for scheduled meetings & leave entitlements Assign tasks in correct sequence to the appropriate trade / Subcontractor resource based on

	<ul style="list-style-type: none"> ○ Individuals' skills / capabilities / competencies ○ Workload ○ Location ○ Availability ○ Task priority ○ KPI requirements ● Manage any disruptions in the work schedule due to: <ul style="list-style-type: none"> ○ Trade staff sickness ○ Weather ○ Urgent jobs received during the day ● Maintain oversight of scheduled work to ensure resource fully utilised ● Liaise with Supervisors and Workforce Programmer to accommodate peaks and troughs in both response schedule and program schedule
Reviewing completed Work Orders	<ul style="list-style-type: none"> ● Ensure that job data is accurate and ready for claiming with agreed criteria: ● Meets contract requirements and work order request ● Quality documentation and checklists completed ● Clear and concise job notes reflecting the work completed ● Planned Start & Planned Finish dates and times correct ● Labour, hire and material resources are reasonable and accurate for the work completed ● Identify any other outstanding work still required, and follow up
Policy and Compliance	<ul style="list-style-type: none"> ● Help ensure the successful implementation of approved Company policies, plans and programs. ● Assist and instigate through appropriate channels improved process around call and work order management and resource management
Health and Safety	<ul style="list-style-type: none"> ● Champion HSQE content consistent with the Citycare systems and practices ● Follow all Citycare Health and Safety policies and procedures, ensuring you keep yourself and others safe at work.
Excellence in Innovation	<ul style="list-style-type: none"> ● Help explore new technology and processes that may lead to increased operational efficiency. ● Support and be a part of an environment that encourages staff to provide customer focused service and promotes Citycare positively.
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 are responsibility for	<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.
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	<ul style="list-style-type: none"> 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"> Relevant Tertiary qualification (or similar)
Essential	<ul style="list-style-type: none"> Completion of NCEA Level 3 or Equivalent

Experience | Ngā Pukenga

Ideal	<ul style="list-style-type: none"> Previous experience of triaging, planning and scheduling experience with a large and varied workforce, or experience with high job volumes/working to deadlines/meeting targets Experience in Facilities Management environment Working knowledge of planning and scheduling work
Essential	<ul style="list-style-type: none"> Demonstrated capability through previous employment experience and /or relevant qualifications

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> All Citycare Property kaimahi including: <ul style="list-style-type: none"> Chief Executive Officer. Executive Leadership Team. All Managers. Head of People. Operations Managers Supervisors Account Managers Operational Teams (Trade & Field Staff)
External	<ul style="list-style-type: none"> Specialist external consultancies and provider. Professional bodies. Industry stakeholders. Other miscellaneous stakeholders and supplier

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.