

POSITION DESCRIPTION

Position Title:	Workforce Planning Coordinator		
Reporting to:	Delivery Manager		
Direct reports: Indirect reports:	0 0	Location:	Christchurch
Date created:	25 November 2024	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 or 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.

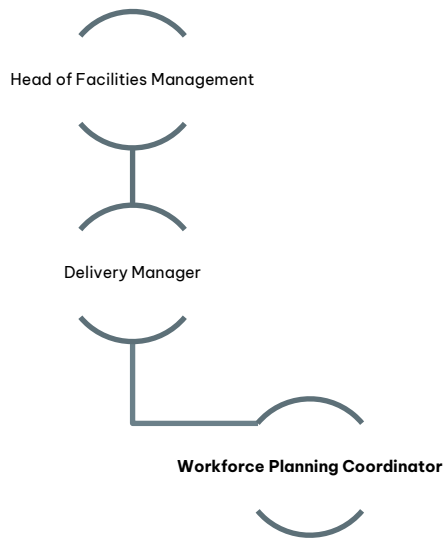
Primary Focus | Te Arotahi Matua

The Workforce Planning Coordinator is responsible for efficiently organising operational staff and subcontractors across Property response workstream. The purpose is to supporting meeting contractual requirements and job management targets by triaging work order requests, planning, scheduling and reviewing the end-to-end job workflow process.

Focusses for the Workforce Planning Coordinator will include:

- Receive and prioritize work order requests, ensuring they contain sufficient information and contacting clients for clarification when necessary.
- Coordinate and schedule multi-trade work orders, including arranging appointments with clients and tenants.
- Manage disruptions to the work schedule caused by factors like staff sickness, weather, or urgent jobs.
- Identify and raise any concerns where jobs are at risk
- Ensure accuracy of job data, including documentation, job notes, and planned start/finish dates for claiming and compliance purposes.
- Job Management administration and job finalisation
- Assist in implementing company policies, improving call and work order management processes, and promoting a customer-focused and safe working environment.
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Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>Contributing 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>Triaging Work Orders</p>	<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) • Prioritise work order requests in accordance with expected completion time and date • Prepare job ready for scheduling including: <ol style="list-style-type: none"> 1. Setting up appropriate cost codes 2. Identify the task(s) and trade(s) required to complete the work order requests 3. Estimate appropriate job durations for each task within the work order. 4. Identify more complex jobs that will require more detailed planning. 5. Prompt response and action to resolve any queries/problems.
<p>Planning Work Orders</p>	<ul style="list-style-type: none"> • Effectively plan multi-trade work orders and liaise with Delivery Manager. • Ensure jobs are triaged and categorised correctly • Support trade appointments with our clients and their tenants / customers • Manage any disruptions in the work schedule due to Trade staff sickness, weather, urgent jobs received during the day etc • Liaise with Client for any other follow-on work required or approval • Identify and raise any jobs which may be at risk. • Support any requests for quotes and / or estimates
<p>Scheduling Work Orders</p>	<ul style="list-style-type: none"> • Schedule work efficiently to: <ol style="list-style-type: none"> 1. Meet contract SLA and KPI requirements 2. Engage subcontractors to ensure the right job is being scheduled to the right approved resource.

	<ol style="list-style-type: none"> 3. Allow for any site-specific requirements and access 4. Identify where work can be combined 5. Issue and update work/purchase orders in the appropriate systems 6. Dispatch and monitor job progress through the lifecycle of a job. 7. Manage any disruptions in the work schedule due to Trade staff sickness, weather, urgent jobs received during the day etc 8. Liaise with the team to accommodate peaks and troughs in job volumes
Job Finalisation	<ul style="list-style-type: none"> • Support customer contract claiming and invoicing administration. • Utilise CCL in house and other software systems e.g.: CAM, CEM, My Timesheet, Blueprint, Pronto and Benchmark as required. • Undertake quality checking for accuracy of claims and invoicing activities. • Assist with monthly WIP management • Assist with contract queries efficiently and ensuring prompt response. • Escalate any risks or issues that are identified to the Delivery Manager. • Manage and maintain the contract folders, files and documents. • support data for monthly reports and contractor meetings
Policy & 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.
Excellence in Innovation	<ul style="list-style-type: none"> • Support and be a part of an environment that encourages staff to provide customer focused service and promotes Citycare Property positively • Help explore new technology and processes that may lead to increased operational efficiency
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>	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Delivery Manager ○ Divisional Managers (BM, OSM, Sub-Contractors) ○ Minor Capital Works Team ○ Operational Staff ○ Support function staff, including Finance, Administration, People. ○ Other Divisional and Branch Staff as required.
<p>External</p>	<ul style="list-style-type: none"> • Customer(s). • Facilities Management. • Tenants. • Subcontractors. • External Suppliers. • General public and business affected by contractors. • 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"> • Completion of NCEA Level 2 or equivalent
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	<ul style="list-style-type: none"> • Strong communication skills (verbally and in writing) and take a positive approach when working with the operational workforce, office-based staff and clients • Good computer skills, comfortable learning new databases and systems, working across multiple systems at one time, knowledge of MS Excel, Word and Outlook an advantage • High degree of accuracy, timeliness and attention to detail when capturing information and moving between different tasks • Able to remain calm and focussed under pressure • Ability to work as part of a team • Demonstrated problem-solving skills
Ideal	<ul style="list-style-type: none"> • Relevant Tertiary qualification (or similar)

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Demonstrated capability through past employment experience and/or relevant qualifications
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

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.