

# Position Description



**Position Title:** Contracts Manager – Recreation Nelson  
**Location:** Nelson  
**Date:** July 2018  
**Reporting to:** Divisional Manager – Recreation

## Position Objective

To manage, optimise and take accountability for the quality of service of Recreation and Facilities Maintenance delivery for Nelson City Council and other Nelmac clients. To pursue team excellence in operational services, instill project management disciplines to programmed work and ensure business growth through key client relationships ensuring business growth. Accountable for the delivery of budget forecasting and accurate reporting on the delivery of the departments contracted services. To provide primary departmental accountability to managing assigned departments health and safety for Nelmac.  
To seek excellence in the management and delivery of services to clients and stakeholders including monthly reporting, field data capture and utilization, talent management and business development.

## Nelmac's Values

### “We Do What We Say”

In other words you can rely on Nelmac to complete the job to the level that is promised i.e. quality workmanship, on time, to budget, to the customer's satisfaction.

### “We'll Sort It”

In other words you can rely on Nelmac to provide peace of mind, to handle/solve the problem, to take care of things, to project manage the job, etc.

### “We're Service Focused”

In other words Nelmac can be relied upon to provide outstanding customer service at all times (24/7) and under all circumstances, difficult or otherwise.

### “One Team”

In other words Nelmac can be relied upon to provide a one stop shop service. Our various trades and business activities will work together to achieve success for our clients and for our community.

### “We Consider Tomorrow”

In other words Nelmac will not take a short term view or outlook in relation to the work that it carries out. We will always consider the long term implications to ensure that the work will be sustainable from both an economic & environmental perspective.

## Important Working Relationships

### Internal

- Divisional Manager – Recreation
- Operations Manager – Recreation Nelson
- Contracts Manager – Commercial
- Contracts Manager – Tasman, Cemeteries and Marina
- Nelmac Recreation Team
- All Nelmac Staff

### External

- Members of the public
- Nelmac clients
- Nelmac and client stakeholders
- Temporary staff
- Contractors, Sub-Contractors & Suppliers

<b>Key Accountabilities</b>		
<b>Accountability</b>	<b>Key Result Area</b>	<b>Tasks required include the following</b>
<b>Successful Leadership</b>	Business Excellence  Strategic Delivery  Client Relationships	<ul style="list-style-type: none"> <li>• Oversee all Contract services within the Recreation Nelson and Facilities Maintenance departments. This involves management of all staff, services and resources in order to deliver business excellence, Nelmac contract terms and business objectives</li> <li>• Ensure efficient and effective use of resources in order to optimise efficiency and avoid wastage or damage</li> <li>• Ensure work is planned in a timely and efficient manner in order to optimise productivity and customer satisfaction</li> <li>• Ensure all appropriate operational field data is accurately captured and maintained to ensure fast and effective delivery of information</li> <li>• Develop and maintain positive relationships with all clients and key stakeholders at appropriate levels.</li> </ul>
<b>Commercial Activity</b>	Commercial Success  Financial Success	<ul style="list-style-type: none"> <li>• Develop and promote Recreation and Facilities service quality to enhance Nelmac's reputation with clients and stakeholders</li> <li>• Manage the preparation of annual budgets for reporting departments</li> <li>• Manage the operational performance of teams assigned in order to meet departmental financial targets</li> <li>• Manage financial reporting and job costing to facilitate accurate repricing and bidding for new work</li> <li>• Achieve accurate forecasting and monthly reporting of financial results</li> <li>• Ensure purchase orders and approvals are well managed</li> <li>• Regularly review supplier and client contracts as required to deliver best value to Nelmac</li> <li>• Prepare sound business cases for capital expenditure on plant and equipment and ensure disposal process is undertaken when appropriate.</li> </ul>
<b>Reporting and Compliance</b>	Compliance	<ul style="list-style-type: none"> <li>• Assist with provision of sound contract reporting, attend contract meetings and manage performance data including audits, tailgates, H&amp;S events and plant pre-start checking</li> <li>• Be responsible for ensuring that all services provided are completed in-line with contract service request timeframes and in response to quality audit results</li> <li>• Promote and manage health and safety culture and compliance within assigned teams.</li> </ul>
<b>Leadership Activity</b>	Business Excellence  Continuous Improvement	<ul style="list-style-type: none"> <li>• Play an active and positive role developing sound staff culture in line with Nelmac's core values</li> <li>• Contribute to financial and operational planning as required</li> </ul>

<b>Key Accountabilities</b>		
<b>Accountability</b>	<b>Key Result Area</b>	<b>Tasks required include the following</b>
		<ul style="list-style-type: none"> <li>• Be an active participant and contributor to business excellence and continuous improvement initiatives</li> <li>• Work as part of a cooperative team involving other Nelmac staff, contractors and clients</li> <li>• Contribute sound coaching to developing staff and strengthening team culture.</li> </ul>
<b>People Leadership</b>	<p>Safe &amp; Rewarding Work Environment</p> <p>High performing teams</p>	<ul style="list-style-type: none"> <li>• Recruit and develop the best available talent - whether you inherit your team or hire new people, to build an effective and efficient team</li> <li>• Know your team; their strengths, development needs and career aspirations. Coach and develop their potential</li> <li>• Engage your team; ensure they have a clear sense of our purpose and what we are seeking to achieve</li> <li>• Inspire great results; Create clear performance expectations ensuring all staff understand the standards of performance our customer/clients and key stakeholders expect. Regularly review and update job descriptions</li> <li>• Provide regular and constructive feedback. Encourage your team to speak up and bring solutions to the problems they see</li> <li>• Proactively lead health and safety through site visits, tailgates, audits and reporting. Give staff feedback on reported events</li> <li>• Proactively manage circumstances where performance (either results or behaviours) are not aligned to Nelmac's values or expectations</li> <li>• Provide your team with the necessary resources to succeed. Celebrate and share progress and success.</li> </ul>

<b>Nelmac's Generic Key Result Areas</b>	
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Demonstrate team commitment to all Nelmac H&amp;S policies and procedures, completing all official health and safety documentation and promoting working safely at all times.</li> </ul>
<b>Administration / Finance</b>	<ul style="list-style-type: none"> <li>• Act in line with your delegated financial authority. Keep accurate records as required, such as timesheets, purchase orders etc.</li> </ul>
<b>Client Service</b>	<ul style="list-style-type: none"> <li>• Deliver to or exceed client expectations. Be a strong advocate and representative of our business.</li> </ul>
<b>Plant, Equipment &amp; Vehicles</b>	<ul style="list-style-type: none"> <li>• Manage use of all Nelmac equipment/vehicles in accordance with law, policies and procedures. Keep equipment clean and maintained and report any damage or malfunction ASAP.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Maintain active, positive and clear communication with your team and others. Be a team player and participate fully in meetings.</li> </ul>
<b>Training &amp; Development</b>	<ul style="list-style-type: none"> <li>• Participate in performance discussions with your manager. Undertake relevant training and development.</li> </ul>

## Nelmac's Generic Key Result Areas

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Be available when required to assist with Civil Defence or emergency situations.</li></ul>
<b>Other Duties</b>	<ul style="list-style-type: none"><li>• Carry out other tasks as requested from time to time by your manager.</li></ul>

## Experience/Qualifications Required

- Technical and industry experience in Amenity Horticulture and Operational Management mandatory
- Tertiary qualification in relevant amenity horticultural or management discipline
- The desire to play a proactive role in a leadership team committed to business excellence
- Experience in and genuine desire to lead teams of people and get them to perform to their potential – an effective delegator and respected leader
- A proven strategic thinker able to see and work with the big picture, to make astute decisions, to identify and manage risk
- Experience in and understanding of financials – budgets, forecasts, reporting
- Astute forward planning skills in-line with business and seasonal demand – labour, plant and resources
- A highly commercial mindset with experience in negotiating and submitting tenders, contracts and supplier agreements
- Positive communication and influencing skills – verbal and written
- A strong commitment to the customer with a highly flexible attitude to getting the job done whatever it may take
- Buy-in and commitment to the Nelmac values.

## Organisational Structure

