

Position Description

Position title	Strategic Partnerships Manager
Business area	Strategy and Growth
Starting location	Auckland, Wellington or Christchurch
Reports to	General Manager, Strategy and Growth
Date	1 August 2021

About Citycare Property

Citycare Property is a values driven organisation that builds, operates, maintains and renews Aotearoa, New Zealand's social infrastructure assets. We are proudly kiwi owned and our shareholder's community centric values are well aligned to the local and central government customers that entrust us to care for their assets. We take the responsibility of being a Good Kiwi Company very seriously and we are continuously focussed on ensuring our company is a force for good particularly in the area of sustainability, at the broadest sense (social, environmental, cultural and economic). Our company purpose is to **Enhance the Wellbeing of our Communities**. The social infrastructure we take care of are where communities gather, connect, share a sense of place and pride, and, go to receive essential services. They are at the heart of the communities we work in and this sees our team champion and prioritise local people, local businesses, and local needs.

Our organisation would not exist if it were not for the wonderful team of people that make up the Citycare Property Whānau and, to this end, People and Their Safety are at The Heart of Everything We Do. Providing opportunities for growth, meaningful career pathways and training is a priority for our business, in particular as we prepare our business for the future needs of our customers and the communities we serve. We model and benchmark our business to be a World-Class Service Business. This sees us prioritise efficient and effective services, informed decision making and the customer being at the centre of everything we do.

Citycare Property's values of **We Discover, We Deliver, We Care** resonate strongly with our team and our customers and have laid an excellent organisational backbone on which to build the future of our business.

Why is this role important?

The Strategic Partnerships Manager will take responsibility for growing Citycare Property's contract book of long-term maintenance contracts.

The Strategic Partnerships Manager will be accountable for ensuring a continued healthy pipeline of opportunities that is aligned to Citycare Property's Towards 2030 Strategy. Citycare Property's primary customer are owners of social infrastructure assets and, to this end, customers will be a mixture of local government, central government agencies, commercial operators and facilities operators.

Responsible for building strong relationships with potential new customers, the Strategic Partnerships Manager will take ownership of building detailed and comprehensive customer engagement plans and overseeing the tactical delivery of those plans with the goal of generating demand for the expertise of Citycare Property.

Working closely with the wider strategy and growth team the Strategic Partnerships Manager will contribute to ensuring there is consistent, convincing and effective messaging about Citycare Property throughout the whole sales lifecycle and decision-making process of existing and new customers, be it prepositioning, tendering or telling the good news stories of the work we do.

With a healthy pipeline and solid prepositioning work undertaken in the build up to tender opportunities, the Strategic Partnerships Manager will be a lead and key contributor in strategy bid strategy and preparation.

Key Accountabilities & Deliverables

The job holder is responsible for delivering results in the following areas:

Key responsibilities	Objectives
Formulation and ongoing maintenance of pipeline of opportunities.	Formulation and ongoing maintenance of pipeline of opportunities that is aligned to Citycare Property's Towards 2030 Strategy. Identification of opportunities will be based on sound market research and will be focussed on long-term maintenance contracts by social infrastructure segmentation (refer Towards 2030 Strategy).
Customer Engagement Plans	Formulation, ongoing maintenance and tactical delivery of comprehensive customer engagement plans to ensure robust pre-positioning of Citycare Property for upcoming opportunities. Customer Engagement Plans will take account of ensuring appropriate business to business executive leadership team and technical service delivery interaction and relationships are established and maintained. Customer engagement plans will identify procurer's business needs, personal motives, decision-making styles and priorities.
Creating opportunities	Using the methodology of 'conceptual selling', through strong customer relationships identify customer and/or market issues and trends that Citycare Property's services can be utilised to resolve. With a focus on solutions, work closely with the wider strategy and growth and delivery teams to identify solutions to customer and/or market issues and trends.
Contribute to effective marketing campaigns, communications plans and activity	Work closely with the Marketing and Communications Manager to create effective and targeted marketing campaigns and activity specific to strategic opportunities.
Competitor landscape	Through sound market research and intel, report and keep the executive leadership team up to date on the competitor landscape, market trends and potential threats.
Tender / bid submissions	Take a leadership role in formulating tender/bid strategies and submissions. Oversee creation of compelling and targeted tender attribute submissions.
Promotional Events	Take a lead role in Citycare Property's participation in promotional events and conferences.
Budget Management	Budget, monitor and forecast expenditure.
General	Build and maintain effective relationships with internal and external customers, agencies, suppliers and stakeholders. Ensure compliance with approved Citycare policies, plans and programmes. Ongoing personal development and competency training to stay current and able to deliver the changing requirements of the role.

Key responsibilities	Objectives
	Other duties as may be required from time to time.
Health and Safety, Environmental, and Quality	<ul style="list-style-type: none"> • Adhere to all Health and Safety, Environmental, and Quality systems and procedures. • Ensure you keep yourself and others safe at work. • Complete reporting as required, including hazards/incidents/near misses. • Undertake appropriate pre-work checks and record as required, e.g. Take 5 Brief • Brief and induct any visitors to work sites. • Work positively with Citycare Health and Safety, Environmental, and Quality staff to identify and resolve issues.

Key Relationships (Please refer to relevant Organisational Chart)

Internal

- General Manager, Strategy and Growth
- Strategy and Growth Team Leadership – Account Management, Marketing and Communications Manager, Head of Actionable Insights and Innovation and Force for Good.
- Wider Executive Leadership Team – Chief Executive Officer, General Manager North, General Manager South and General Manager Corporate Services.
- Citycare Property Regional and Operational Managers.

External

- Owners of social infrastructure assets
- Wider facilities management and maintenance market
- Existing and future customers
- Industry associations

Qualifications, Attributes & Experience

Suitable candidates will possess the following skills and attributes.

Essential

- 5+ years previous experience in a similar role.
- Consummate business development skills.
- Skilled in identifying opportunities, building detailed customer engagement plans and formulating initiatives to deliver growth.
- The ability to build and maintain relationships at all levels of a business including C-Suite, procurement, operational leads.
- Well-developed networking, negotiation and presentation skills.
- High levels of business acumen and commercially astute knowledge of maintenance contracting.
- Excellent communication and interpersonal skills, including high level of both verbal and written communication skills.
- The ability to network, quickly build rapport and trust with a broad range of stakeholders.
- Highly organised, methodical and the ability to work under pressure
- Demonstrated leadership skills - a passion for leading and growing the next generation of talent

Desirable

- A strong understanding of the facilities management and maintenance market and/or long-term maintenance contracting, including market trends and competitor landscape.
- Established networks within local government and/or central government agencies.
- Well versed in the Miller Heiman approach to business development and sales.
- Previous success in strategic tender/bid management and preparation.
- Tertiary qualification in technical, business, marketing management, or similar.