



Position Description

Refurbishment Project Manager

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities and Retirement Villages throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

Our pursuit of excellence comes from the things we value the most:

- **Integrity** – we are trustworthy, honest and ethical
- **Respect and Value** – we strive to show deep respect and consideration to all
- **Commitment** – we are dedicated to providing superior care
- **Effective** – we are driven to produce exceptional results
- **Efficient** – we strive for excellence through efficient work habits

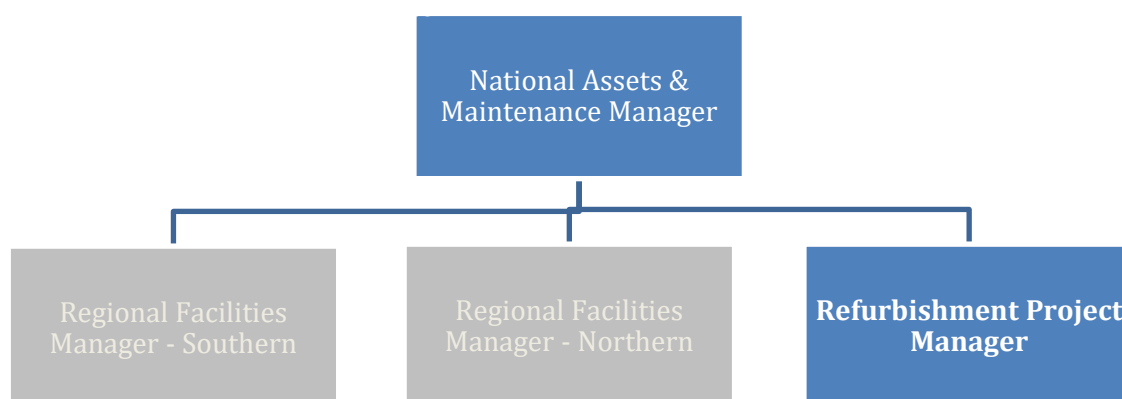
Position Overview:

Responsible for planning, coordinating, and delivering refurbishment and upgrade projects across Heritage's portfolio. This includes ensuring projects are completed safely, on time, within budget, and in compliance with regulatory standards while maintaining a high level of care for residents in live operational environments.

Reports to: National Assets & Maintenance Manager

Functional Relationships: Regional Facilities Manager(s)
Regional Business Managers
Head of Customer Experience
Support Office team

Team Structure:



Key Accountabilities:

- **Project Planning & Development**
 - Scope refurbishment works including:
 - Resident room upgrades
 - Common area renewals
 - Clinical and back-of-house improvements
 - Compliance-driven upgrades (fire, accessibility, infection control)
 - Develop project briefs, budgets, schedules, and procurement strategies
 - Conduct site assessments and condition audits
 - Prioritise projects aligned with asset strategy and operational needs
 - Develop a main contractor model across the portfolio where appropriate.
- **Stakeholder Management**
 - Engage with:
 - Care Home Managers and clinical staff
 - Residents and families (where appropriate)
 - Executive and operational leadership
 - Sales team & Village Coordinators
 - Head of Procurement
 - Manage external consultants:
 - Architects, designers, engineers
 - Quantity surveyors, certifiers
 - Councils
 - Act as the key liaison between operations, sales and contractors
- **Procurement & Contract Management**
 - Prepare and manage tender processes (where required)
 - Evaluate contractor submissions and make recommendations
 - Administer contracts (lump sum, design & construct, panel arrangements)
 - Ensure compliance with company procurement policies.
- **Project Delivery**
 - Manage end-to-end delivery of refurbishment projects
 - Oversee contractors and site activities in live environments
 - Monitor:
 - Program timelines
 - Budget expenditure
 - Quality outcomes
 - Conduct site inspections and progress reporting to stakeholders
- **Compliance & Risk Management**
 - Ensure works comply with:
 - Aged care standards and best practice, and accreditation requirements
 - New Zealand Building Codes
 - Fire safety and accessibility requirements
 - Infection prevention and control guidelines
 - Implement safe work practices in operational facilities
 - Manage risk registers and mitigation strategies

- **Financial Management.**
 - Develop and manage capital budgets
 - Track project costs, variations, and forecasts
 - Approve invoices and manage cash flow
 - Report on budget performance and variances
- **Handover & Close-out**
 - Ensure defects are rectified
 - Obtain occupancy/compliance certifications
 - Complete asset documentation updates
 - Conduct post-project reviews and lessons learned

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimised, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

In accordance with the Delegated Authority policy and delegations.

Person Specification

Essential skills, knowledge and experience

- 5 + Years project management or facilities management experience (aged care, construction, refurbishments).
- A strong understanding of the legislative and regulatory requirements of commercial buildings.
- Demonstratable experience delivering projects in live operational environments.
- Excellent communication skills, with the ability to produce documentation that is grammatically correct and appropriately formatted.
- High level attention to detail, well organised and a logical thinker.

- Ability to work independently, yet cohesively with on-site staff around the country.
- Strong communication skills with the ability to communicate well with all levels of the organisation and external parties.

Desirable skills, knowledge and experience

- A background in the aged care, retirement living or healthcare
- Proficiency in full MS Office Suite (Excel, Word, Outlook and Power Point).
- Exposure to a culturally diverse workforce would be beneficial.
- Experience with asset management software
- Understanding of Dementia design principles

Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what the say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome. Uses their approach to improving financial performance and leadership development.
Deal with Ambiguity	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Thought Leadership	Using your knowledge of your business environment, use past experiences, relevant literature, best practise, marketing leading approaches and unconventional results which have driven success, come up with winning ideas, and create innovative solutions to solve existing and new business challenges.
Courage	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and where appropriate others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.