



JOB DESCRIPTION

POSITION TITLE	Property Manager
LOCATION	Taradale Masonic Rest Home & Continuing Care Elmwood Memory Care Home & Hospital NDMT independent villages
REPORTS TO	Chief Operating Officer
DIRECT REPORTS	Maintenance Team Leader Maintenance Team Gardening Team Leader Gardening Team
LAST UPDATE	July 2026

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Property Manager oversees Napier District Masonic Trust's (NDMT) property portfolio, infrastructure assets, and external environments, including buildings, services, plant, and grounds. This role ensures all assets and environments are safe, compliant, functional, and well maintained through effective lifecycle planning, contractor and budget management, and the delivery of planned and reactive works.

Balancing long-term asset sustainability with day-to-day operational needs, This role works closely with care, village, and operations teams to ensure compliance with retirement village standards, health & safety, and regulatory requirements, while responding promptly to property and infrastructure issues to support risk management, organisational performance, and service delivery, ensuring a safe, positive, and welcoming environment for residents, staff, and visitors.

KEY OBJECTIVES

- Oversee the day-to-day operation, maintenance and condition of aged care facilities and independent living villages
- Ensure all buildings, plant, services, infrastructure assets and grounds are maintained to expected standards of safety, functionality and presentation.

- Provide effective leadership and oversight of maintenance, gardening and facilities functions to ensure environments are safe, well-maintained and welcoming for residents, staff, and visitors.
- Manage staff rosters and provide day-to-day leadership for maintenance and gardening teams – fostering a positive, responsive and service-oriented culture.
- Ensure the timely and cost-effective delivery of maintenance and repair services, aligned with budget expectations and quality standards.
- Manage budgets for all property and maintenance functions ensuring efficient use of resources in line with organisational priorities.
- Oversee the management of contractors and external service providers, including procurement, inductions, permits to work, performance monitoring, and compliances with health & safety requirements.
- Lead the planning and delivery of preventative maintenance programmes and refurbishment works and projects to sustain asset performance, functionality and presentation, while minimising disruption to care delivery and resident experience.
- Champion a proactive approach to risk management, with a strong emphasis on health & safety, fire safety, and legislative compliance.
- Ensure full compliance with all relevant legislation and standards across all property, and infrastructure assets including the Building Act 2004, Building Warrant of Fitness (BWOFF) requirements, Health & safety at Work Act 2015, Fire Safety Regulations, Retirement Villages Act and other applicable standards such as asbestos and hazardous substances management.
- Oversee fleet management to ensure vehicles are safe, roadworthy, and operated appropriately in accordance with organisational policies and procedures.
- Maintain accurate asset, compliance and maintenance records, and contribute to asset lifecycle planning and renewal forecasting.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Leadership & Management	• Provide day-to-day operational leadership and management to maintenance & gardening teams, promoting a positive and safety-focused culture. • Manage staff rostering, resource allocation and workforce planning to ensure efficient and consistent service delivery • Facilitate regular team meetings and staff huddles as appropriate. • Effectively communicate all NDMT directions, goals and business strategies to staff. • Act as a positive role model and resource person for staff, by demonstrating leadership and behaviour consistent with the values and purpose of NDMT. • Introduce change with planning and consideration, while being mindful of the teams' needs and concerns. • Provide operational leadership, management and effective communication to ensure achievement of goals and the overall success of NDMT. • Support the effective delivery of our staffing activities, in conjunction with the People & Culture Manager and senior managers, to ensure staffing, professional development and performance standards are met, including: - Recruitment and selection of staff, ensuring compliance with legal and employment practices. - Participating in induction activities to ensure new employees are welcomed into the organisation, familiarised with role specific policies

	and expectations, and have the training required to undertake their role effectively. - Completing annual performance development reviews, as appropriate. - Identifying staff training needs and providing support with ongoing professional development and skill enhancement. - Monitoring and ensuring staff performance by providing constructive feedback, addressing concerns early and escalating as appropriate.
Property, Facilities, and Maintenance Management	• Lead the planning, scheduling, and delivery of maintenance, repair, and refurbishment projects, ensuring work is completed within budget, on time, and meets required standards. • Maintain and oversee the annual preventative maintenance calendar and ensure timely completion of all inspections and repairs. • Conduct regular inspections of buildings, grounds, carparks, and essential services, focusing on safety, presentation, and compliance. • Ensure all property systems and essential services (electrical, gas, HVAC, fire safety) are maintained in accordance with the Building Code and relevant standards. • Collaborate with clinical and operational leaders to support refurbishment and turnaround of care rooms and other resident spaces. • Oversee the planning and delivery of refurbishment projects for independent living villas, ensuring works are completed to a high standard, within budget, and in a timely manner, while minimising disruption to residents and village operations. • Manage fleet operations including vehicles, golf carts, machinery, and gardening equipment, ensuring compliance with licensing, servicing, and safety requirements.
Compliance, Risk, and Contractor Management	• Oversee contractor management systems and processes, including inductions, permit-to-work authorisations, performance monitoring, and compliance with health & safety policies. • Maintain all compliance schedules, including Building Warrant of Fitness (BWOFF), fire safety equipment inspections (e.g., fire extinguishers), and asbestos/hazardous substances management. • Act as a Health & Safety Officer and Chief Fire Warden as required, coordinate training and emergency preparedness activities. • Ensure compliance with all relevant legislation and standards, maintaining up-to-date knowledge and implementing necessary changes.
Planning and Budgeting	• Assisting with the preparation of the maintenance plan and five year forecast each year, in conjunction with the Chief Operating Officer. • Assist with the planning and preparation of the villages and care annual operational expenditure budgets, in conjunction with the Senior Leadership Team. • Manage and maintain the budgets for property and maintenance services, monitoring costs, analysing variances, and reporting financial performance to leadership. • Perform asset lifecycle analysis and costings. • Manage and maintain the organisation asset register, identifying, reviewing and providing recommendations where relevant for the upgrade of systems, plant and equipment.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation e.g., residents and their whānau, contractors, suppliers etc. to ensure effective communication and the smooth operations of the services NDMT provides.
Health & safety	• Lead by example in promoting and adhering to Health & Safety policies, procedures, and practices, fostering a safety-first culture within the team.

	• Ensure all team members are properly trained in and understand emergency procedures, including evacuation and civil defence emergency procedures. • Monitor and encourage the reporting of safety hazards, near misses, incidents, and accidents, ensuring timely investigation and implementation of corrective actions. • Ensure the proper use of Personal Protective Equipment (PPE) within the team. • Support the health and wellbeing of the team by creating a supportive, safe work environment and escalating concerns as appropriate. • Support audit and review activities to ensure team compliance with health & safety legislation and internal procedures and supporting the implementation of improvements and corrective actions as required.
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- A relevant qualification in building, property, facilities management, health & safety, or similar.
- Certification or formal training in Health & safety (e.g. NZQA Unit Standards, Site Safe, or Health & safety Representative training).
- Fire Warden or Emergency Preparedness training (can be completed on the job if not held).
- First Aid Certificate.

Skills, Experience and Attributes

- Proven experience in property, facilities management, or infrastructure management, ideally within aged care, healthcare, or similar regulated environment.

- Strong understanding of NZ building compliance requirements, including Building Warrant of Fitness (BWOF), Building Act 2004, and other relevant legislation.
- Experience in managing or coordinating contractor work, including health & safety induction, permits to work, and ongoing performance oversight.
- Experience in managing budgets, operational expenditure, and basic financial reporting.
- Previous leadership experience managing multi-disciplinary teams.
- Familiarity with fleet management responsibilities and compliance (e.g., WOF, servicing, licensing).
- Comfortable using property or contractor management systems (e.g., SiteWise, Assura, Donesafe) and standard office software (email, spreadsheets, basic reporting tools).
- Previous experience in a management role, ideally in an aged care or healthcare setting, with proven ability to lead and motivate teams effectively.
- A strong commitment to supporting the education and ongoing professional development of staff.
- Experience in managing the daily operations of a team, ensuring efficient workflow, high productivity, and compliance with policies and procedures.
- Strong conflict resolution skills, with the ability to address and resolve issues in a constructive and professional manner, while maintaining a positive team environment.
- Excellent verbal and written communication skills, with the ability to engage and inspire staff, residents, and families/whānau in a clear and empathetic manner.
- Proven ability to think strategically, make sound decisions, and contribute to the overall goals and direction of the organisation.
- Experience in managing budgets, resources, and staffing levels to ensure optimal delivery of care and services while maintaining financial oversight.
- Skilled in supporting teams through periods of change, adapting to new technologies, practices, or regulations, and ensuring smooth transitions.
- Previous experience managing HR processes including recruitment, performance management, employee relations and staff development, with support from HR.
- Strong knowledge of compliance regulations and quality assurance processes in the healthcare sector, with the ability to ensure the facility meets or exceeds industry standards.