



**Tauranga**City

## Job description

<b>Title</b>	Supervisor – Renewals
<b>Number</b>	TBC
<b>Group</b>	Community Services
<b>Division</b>	City Operations
<b>Reports to</b>	Team Leader – Facilities
<b>Direct reports</b>	NA
<b>Date</b>	March 2025

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- provide leadership & guidance to others
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary objective of this role is to lead a team of skilled trade professionals responsible for maintaining Tauranga City Council's leased and owned buildings, as well as its green space assets within the community. The Supervisor is accountable for ensuring the team is technically proficient, appropriately qualified, and consistently delivers a high-quality of work. Strong planning and communication skills are essential for managing an efficient and effective team.

The Renewals Program is a planned and systematic approach to maintaining, upgrading, and replacing the council's assets that have reached the end of their useful life or require substantial repairs. The goal of this program is to ensure that council-owned or managed facilities remain safe, functional, and meet the evolving needs of the community. Activities typically include the replacement of bollards, public toilets, post-and-rail fences, and signage.

### Key outcomes

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<p><b>The Supervisor - Renewals provides strong and effective leadership to their team.</b></p>	<ul style="list-style-type: none"> <li>• Guide, support, and mentor the team to deliver high quality services to set timelines.</li> <li>• Manage complex scheduling and resource allocation to ensure the team is as effective as possible and renewals are being completed at an optimal time (from a cost, safety, remaining lifespan perspective).</li> <li>• Regularly liaise with Facilities Specialists (Spaces and Places) to forecast future work and get visibility of wider city / future plans.</li> <li>• Scope and assess work, forward plan, triage and create pricing options.</li> <li>• Engage and manage specialist sub-contractors for complex issues.</li> <li>• Proactively share your technical knowledge, helping team members problem solve to get the best results.</li> <li>• Maintain a good working knowledge of relevant legislation, policy, and procedures that affect your team.</li> <li>• Proactively engage with the Health, Safety and Compliance Lead to maintain a safe working environment.</li> <li>• Manage SuccessFactors approvals for your team. Authorize leave, approve overtime and ensure timesheets are accurate.</li> <li>• Ensure team member performance is regularly reviewed, and action is taken to address any issues. Proactively engage with the People Lead to create suitable plans to lift performance.</li> <li>• Ensure Job Start forms and SOPs are completed accurately and appropriately filed.</li> <li>• Recruitment, onboarding and training of new employees.</li> <li>• Work closely with the Workforce Planner to ensure the team has a clear plan and direction.</li> <li>• Work closely with Supervisor – Reactive to share some resources and collaborate on some jobs.</li> </ul>
<p><b>The Supervisor is held accountable for delivering outcomes that keep TCC assets well maintained and safe.</b></p>	<ul style="list-style-type: none"> <li>• Monitor work projects, programmes and KPI's to ensure they are delivered to the appropriate standard, within the required time frame and budget.</li> </ul>

	<ul style="list-style-type: none"> <li>• Triage and assign routine jobs to the team while also dealing with reactive / urgent work (CCM's) as they come in.</li> <li>• Liaise with Asset Managers to ensure quality and timeliness specifications are met.</li> <li>• Conduct H&amp;S and quality auditing and implement corrective actions that have been identified.</li> <li>• Ensure enquiries, requests and incidents are professionally responded to in accordance with TCC guidelines and recorded in TCC systems.</li> <li>• Build and maintain a customer focused culture.</li> </ul>
<b>The Supervisor is constantly evolving the team to be more efficient, effective, and highly skilled.</b>	<ul style="list-style-type: none"> <li>• Identifying training needs in team members and action appropriate interventions.</li> <li>• Work with the People Lead to be constantly lifting the capability of the Team.</li> <li>• Encourage team members to attend training and development opportunities to upskill themselves and progress along the career pathway.</li> <li>• Actively contribute to team toolbox meetings with ideas and issues.</li> </ul>
<b>The Supervisor encourages a team culture that is positive, respectful, and focused on health &amp; safety.</b>	<ul style="list-style-type: none"> <li>• The Supervisor plays a critical role in maintaining a positive Health &amp; Safety culture within the City Operations Team. acting as a role model for the City Operations Team.</li> <li>• Report wrongdoing or misconduct such as miss use of TCC assets (machinery, vehicles, and plant), theft or bullying.</li> <li>• Ensure yourself and team members provide a high standard of customer service to all customers, communities, and businesses. Making sure there is an awareness of, and recognition is given to any cultural requirements.</li> <li>• Role model the City Ops team's values and encourage positive community connection eg. 'Say Hello' initiative.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document

## Person specifications

- Significant experience in leading people to deliver outcomes to a high standard. Confidence in dealing with performance management issues.

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- Highly detailed orientated.
- Effective planning and scheduling experience. Ability to stay calm in times of pressure and be able to reprioritize based on a number of factors.
- Relevant technical experience and qualifications in a trade such as Electrical, Carpentry, Plumbing, HVAC.
- Strong problem-solving ability being able to weigh up costs, impacts, safety and prioritize work based on that.
- A track record in successfully implementing Health & Safety plans and procedures as well as driving a culture of speaking up.
- Full clean NZ drivers license.
- Strong communication and interpersonal skills with the ability to adapt your communication style to suit many different audiences. Sound stakeholder management skills are required.
- Intermediate computer skills with the ability to do: Excel reporting, Microsoft Office (Outlook, Word, Excel, Teams), use work flow and Health and Safety apps.
- Honesty and integrity.
- The ability to be a positive ambassador for TCC, interacting with all community members in a respectful and appropriate way.
- Please note as part of Tauranga City Councils commitment to health, safety and wellbeing, the successful candidate will need to pass a pre-employment medical and drug & alcohol screen.

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections