



**finding leaders who inspire teams  
and drive growth**



**Candidate Brief**

**Citycare – Head of Digital and Technology Services**

**20 January 2021**

**decipher** the people you need to succeed

## About the company

Citycare is a leading provider of maintenance, management and construction services across New Zealand's infrastructure and amenity assets. With more than 1300 people over 18 locations, the Citycare teams span the length and breadth of New Zealand, supporting a full range of Water, Property and Civil contracts.

Currently, Citycare operates under two business units; each of which has a Chief Executive Officer: the Water business and the Property business (which includes Civil). The Digital and Technology Solutions function is a shared service which supports both the Water and the Property business; ensuring each business is provided with quality and appropriate Digital and Technology services, products, advice and support.

Exciting changes within the structure of Citycare have created the new role of Head of Digital and Technology Services and we are looking for a customer-focused and talented technology leader to take on this new position. Is this you?

## About the opportunity

Reporting to the Executive General Manager Shared Services, the Head of Digital and Technology Services takes overall accountability for the provision of expert technology advice, support, infrastructure, security and products/systems to the Citycare businesses. In doing this, the Head of Digital and Technology Services will:

- Create and lead a culture of customer centricity and service; ensuring customer needs are understood and met and the overall objectives of the organisation are supported and achieved;
- Capably lead a diverse and experienced team of technology and project professionals, ensuring all team members are engaged, developed and achieving their individual and team goals;
- Proactively manage strong working relationships with key internal clients; ensuring a deep understanding of the needs of each business and the translation of these needs to technical solutions to be provided by the team;
- Contribute to the strategic plans of each business from a technology perspective and create resultant technologies strategies and roadmaps to framework exceptional delivery;
- Lead the expert delivery of all technical solutions – from the internal team or outsourced providers - including advice, infrastructure, systems and products, projects and security;
- Develop and manage to a budget that aligns to and supports the overall objectives of the organisation.

This role needs a strong people leader and relationship manager to ensure that the Digital and Technology Services functions operates effectively as a key enabling service to the Citycare businesses. Are you ready to step up to this challenge?

## About you

To be successful in this role, you will hold a relevant tertiary qualification and have strong experience as a leader of diverse technology teams. A natural relationship manager, you may have developed your capability

The information contained in the Candidate Brief is to assist candidates in their evaluation of the suitability of the advertised role. Decipher Group Limited accepts no liability for information provided, on behalf of the client, in good faith.

within a technology vendor/service provider and you will understand the necessity of delivering solutions that are tailored specifically to the business needs of your customer.

A thirst for knowledge and a keen eye on emerging technologies and cyber security developments; you thrive in a fast-paced environment where you can support – either yourself or through your team - internal customers with innovative and future thinking solutions; all the while ensuring the “lights stay on” so the fundamentals of business can be done.

If you are a technology leader and are looking for a new opportunity that will challenge and excite you; then we want to hear from you.

## How to apply

To discover more about Citycare, visit [www.citycare.co.nz](http://www.citycare.co.nz)

For a confidential discussion about the role; contact Leanne Crozier by email on [leanne@deciphergroup.co.nz](mailto:leanne@deciphergroup.co.nz)

**Applications close: COB Friday 5<sup>th</sup> February 2021**

Please note that the successful candidate will need to undertake and pass a pre-employment medical and drug test as per Citycare policy.



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## Position Description

|                          |  |
|--------------------------|--|
| <b>Position title</b>    | <b>Head of Digital and Technology Services</b> |
| <b>Business area</b>     | Citycare Shared Services                       |
| <b>Starting location</b> | Christchurch                                   |
| <b>Reports to</b>        | EGM Shared Services                            |
| <b>Date</b>              | January 2020                                   |

### About the Organisation

Citycare is a leading provider of maintenance, management and construction services across New Zealand's infrastructure and amenity assets. Our teams span the length and breadth of New Zealand, supporting our range of Water, Property and Civil contracts.

At this time, the organisation operates under two business units; each of which has a Chief Executive Officer – Water and Property (Including Civil).

The Digital and Technology Services function is a shared services function which supports both the Water and the Property business; ensuring each business is provided with quality and appropriate Digital and Technology services, products, advice and support.

### About the Position

This role leads the Digital and Technology Shared Services team which provides services to our two businesses (Water and Property) in Business Systems, Service Desk, IT Infrastructure, Cybersecurity, technology products development and support, customer integrations and projects and assisting with emerging technology opportunities.

The Digital and Technology Function, as a Share Service takes a customer centric approach; providing expert advice, services and support to ensure each business (and the organisation as a whole) can meet its objectives.

### Key Accountabilities & Deliverables

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

- Leadership
  - Leads and communicates Citycare's values, directions and expectations to all team members;
  - Promotes a team culture that ensures team members are aligned to the values of We Discover, We Deliver, We Care
  - Establishes key performance measures for Managers and reviews accordingly.
  - Coaches and mentors direct reports to improve their skills and effectiveness.
  - Removes roadblocks and is an effective decisionmaker.
- Relationship Management - Customers, Vendors and Stakeholders
  - Creates and actively manages relationships with each business unit Chief Executive Officer and their respective executive teams; ensuring business

needs are well understood, communication lines are open and positive and all services (including products, systems, technology and infrastructure) are provided in a manner and to a standard required by each business.

- Manages the commercial relationships between the Digital and Technology Services service and each business unit; ensuring that value is provided in accordance with expectations.
  - Leads key partnerships that strategically enable Citycare to deliver on its technology-based requirements.
  - Maintains high level relationships with key vendors and ensures delivery meets service level agreements and other contractual obligations.
  - Actively establishes and maintains links with other industry organisations, suppliers and sub-contractors to ensure up to date industry knowledge.
  - Maintains appropriate relationships with competitors and customers to keep up to date with market changes, innovations and needs (known and unknown).
- Strategic Contribution
    - Contributes to the strategic plans of each business unit from an Digital and Technology Services perspective; ensuring this contribution responds to the current and future needs and the strategic objectives of each business and the organisation as a whole.
    - In alignment with the strategic objectives of each business (and the organisation as a whole), creates the Citycare Technology plan. Ensures relevant development roadmaps are in place, budgeted for and agreed with the business units.
    - Ensures the technology team develops risk management plans to plan for and mitigate business risks.
    - In alignment with the strategic objectives of each business (and the organisation as a whole), oversees our approach to emerging technologies and how they can drive growth at Citycare
- Deliver Technology Solutions
    - Oversees the Digital and Technology Services team to shape, service and provide safeguards in all areas of technology services;
    - Ensures the Digital and Technology Services operational teams are delivering according to the agreement requirements of each business units and to legal requirements. This delivery includes overseeing teams that work in: Business Systems, Service Desk, Infrastructure, Cyber security, technology products and development, customer integrations and projects.
    - Ensures that Citycare has fit for purpose IT infrastructure and relevant cybersecurity attributes in place alongside a long-term plan to manage upgrades and changing requirements.
    - Works closely with the two businesses to provide valuable advice and assistance with emerging technology opportunities. Incorporates these opportunities into strategies and roadmaps for delivery as appropriate.
- Financial and Reporting
    - Ensures function expenditure and overheads are actively managed in accordance with the business plan and budget and provide the best possible return for the business.

- Understands and manages both capex and opex budgets and utilisation of available funding.
- Meets reporting requirements of the CEOs and the Board; providing information that is clear, accurate and understandable.
- Works closely with the Chief Executive Officers and their respective executive team members on commercial agreements with the Digital and Technology Services function to ensure the provision of value in the services delivered.
- **Policy & Compliance**
  - Ensures that the Digital and Technology Services function complies with all relevant legislation and codes of practice.
  - Ensures all direct reports comply with Citycare's business systems and processes.
- **External Business Environment**
  - Proactively updates knowledge of industry, business, economic and political trends which may affect the operations of the Company.
  - Maintains current understanding of relevant and potential technologies.
  - Keeps up to date with all information sources relevant to improving services.
  - Maintains links with business forums and organisations.
- **Health and Safety**
  - Leads and champions Citycare's Health and Safety strategy.
  - Ensures a continuous improvement and learning culture is promoted with regards to Health and Safety
- **Personal and professional Development**
  - Ensures personal development and ongoing training enables you to continue to be able to carry out the changing requirements of this position.
- **Other duties**
  - Undertakes other duties as directed by the Executive in a timely and accurate manner.

## **Key Relationships (Please refer to relevant Organisational Chart)**

### **Internal**

- Two x Business CEOs and EGMs
- Business General Managers and key consumers / liaison of technology services
- Allocated Accountant

### **External**

- Preferred Technology vendors
- Other CCHL business heads of technology
- Key external customers Head of technology
- Other technology advisors and consultants

## **Qualifications, Attributes & Experience**

Suitable candidates will possess the following skills and attributes.

### **Essential**

- Excellent people leadership, communication and influencing skills. A willingness to lead in a values-based organisation.
- Strong internal and external relationship management skills coupled with a customer-centric approach.
- Strong experience leading a comprehensive and diverse technology team.
- Up to date experience in the leadership of cybersecurity and infrastructure management.
- A strong working knowledge of technology products – both build/ development and buy/support options.
- An interest in emerging technologies and how they can add value to an organisation like Citycare.

### **Highly Desirable**

- Experience within a major technology supplier/vendor as a corporate relationship manager.
- Tertiary qualification or current certifications in appropriate skills.
- Membership of appropriate professional organisation.
- Good with budgets and financial acumen with an understanding of opex and capex processes.



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