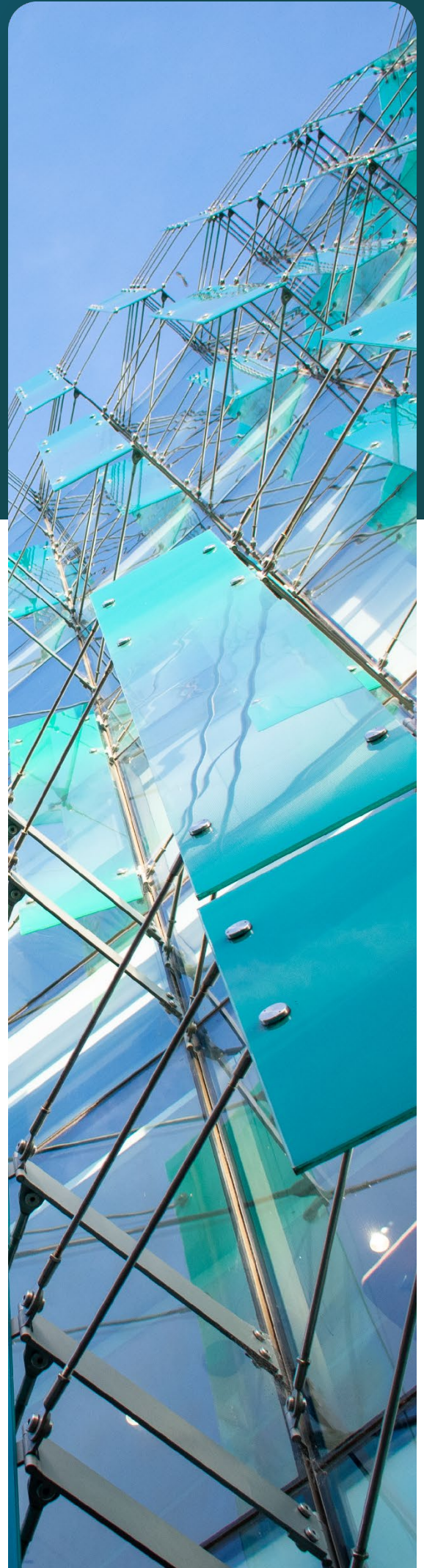




General Manager, Construction Sector, Christchurch

Position Description and
Additional Information

11 August 2026



POSITION DESCRIPTION | GENERAL MANAGER

Role Title:	General Manager
Reports to:	Board of Directors
Location:	Christchurch
Direct Reports:	TBA
Functional Accountability:	Full accountability for the operational and financial performance of the business.

PURPOSE OF THE ROLE

The General Manager is responsible for providing overall leadership and management of The Business, with full accountability for the operational, financial and organisational performance of the business.

Following a change in ownership, the initial priority will be to develop a comprehensive understanding of the business, its people, customers, operating model, systems, processes and financial drivers. The General Manager will be expected to take a considered and evidence-based approach – understanding what works well and should be retained, while identifying the structural, operational and financial changes required to materially improve business performance.

With full P&L responsibility, the General Manager will lead the transition towards a more efficient, commercially disciplined and profitable operating model. The opportunity is significant, with an initial emphasis on improving profitability through operational efficiency, organisational structure, procurement, resource utilisation, systems, processes and margin management rather than relying primarily on revenue growth.

The General Manager will work closely with the Board to establish priorities, provide clear visibility of business performance and build the organisational capability required to support the sustainable long-term performance of The Business.

KEY ACCOUNTABILITIES

Business Performance Optimisation

Accountability:

Identify and implement opportunities to improve the efficiency, productivity, margin and profitability of The Business, creating a more streamlined and commercially disciplined operating model.

Key expectations:

- Develop a detailed understanding of the end-to-end business model, its key performance drivers and the factors influencing cost, productivity, margin and profitability.
- Identify and implement opportunities to simplify processes, eliminate unnecessary cost and improve productivity, resource utilisation and operational efficiency.
- Establish meaningful operational and financial performance measures that provide clear visibility of performance and support informed decision-making.
- Improve job and contract profitability through disciplined estimating, procurement, labour management, scheduling, project delivery and cost control.

- Leverage group purchasing capability and supplier relationships to improve procurement outcomes, gross margin and overall business profitability.
- Assess systems, processes and ways of working to ensure they are effective, scalable and provide appropriate operational control and management information, leading improvement or change where required.
- Embed a culture of continuous improvement, commercial discipline and accountability across the business.

Financial & Commercial Management

Accountability:

Take full responsibility for the financial performance of the business and provide strong commercial and financial leadership.

Key expectations:

- Hold full P&L accountability, including revenue, gross margin, operating costs, cash flow and EBITDA.
- Develop budgets, forecasts and business plans in conjunction with the Board.
- Establish a disciplined monthly management reporting rhythm, providing clear visibility of financial performance, operational KPIs, channel and project profitability, cash flow and progress against business improvement priorities.
- Understand and actively manage profitability by channel, customer, contract and project.
- Maintain strong disciplines around working capital, cash flow, debtors, purchasing and inventory.
- Ensure appropriate financial controls, delegations and reporting processes are in place.
- Provide commercially sound recommendations to the Board regarding investment, resources and business priorities.

Operational & Service Delivery

Accountability:

Lead the end-to-end operational performance of the business, ensuring products and projects are delivered safely, efficiently and to a consistently high standard, while meeting customer and commercial expectations.

Key expectations:

- Oversee end-to-end operational delivery, from procurement and warehousing through to project management, installation and completion.
- Ensure effective planning and coordination across customer requirements, warehouse operations, project management and installation resources.
- Establish clear operational processes, standards and accountabilities that support consistent and efficient service delivery.
- Ensure effective inventory and warehouse management, balancing product availability, stockholding and operational requirements.
- Optimise the scheduling and utilisation of employees, installers and subcontractors to support efficient and timely project delivery.
- Maintain clear visibility of project progress, cost, quality, delivery risk and performance against agreed requirements.
- Ensure subcontractors and installation partners are effectively managed and deliver to required commercial, service and quality standards.

- Maintain high standards of customer service, quality, health and safety and regulatory compliance.

People Leadership, Capability & Culture

Accountability:

Provide visible and effective leadership, building the capability, culture and organisational structure required to support business performance while maintaining stability through the ownership transition.

Key expectations:

- Provide visible, credible and engaging leadership across the business, building trust and maintaining stability through the ownership transition.
- Retain and develop key people, capability, customer knowledge and organisational expertise.
- Establish clear roles, responsibilities, performance expectations and accountability across the business.
- Develop leadership capability and strengthen ownership and decision-making across the management team.
- Assess organisational structure, resourcing and capability to ensure the business is appropriately configured for its scale, operating model and future requirements.
- Identify and implement opportunities to improve organisational effectiveness and productivity, while retaining critical capability and maintaining business continuity.
- Build a practical, collaborative and performance-focused culture and lead organisational change in a considered and well-managed manner.

Customer, Channel & Supplier Management

Accountability:

Optimise the performance of The Business's key channels through clear commercial strategies, strong customer and supplier relationships, and disciplined management of profitability and growth.

Key expectations:

- Develop a strong understanding of the commercial dynamics, customer requirements and operational needs of the Retail, Group Housing Builder and Commercial channels.
- Develop and implement appropriate strategies for each channel, recognising their different economics, service requirements and growth potential.
- Prioritise profitable growth within the Commercial and Group Housing Builder channels while maintaining a strong and sustainable Retail operation.
- Understand and actively manage profitability by channel, customer and project, using these insights to inform commercial decisions and resource allocation.
- Work closely with the Commercial Manager and wider team to protect and strengthen key customer relationships and support appropriate business development activity.
- Maintain strong supplier relationships and leverage purchasing opportunities to improve commercial terms, product availability, margin and supply performance.
- Provide senior-level leadership on significant customer, supplier and commercial matters, ensuring growth and commercial commitments are aligned with operational capacity and acceptable returns.

Strategy, Governance & Business Development

Accountability:

Work with the Board to establish the future direction of The Business and translate strategy into clear priorities and actions.

Key expectations:

- Undertake an initial assessment of the business and provide the Board with a clear view of priorities, risks and opportunities.
- Develop and implement a practical business plan focused on sustainable profitability and long-term value creation.
- Provide high-quality reporting, analysis and recommendations to support Board decision-making.
- Maintain clear communication with the Board regarding performance, risks and significant operational matters.
- Assess the appropriate future positioning, investment and operating model for each of the three channels.
- Evaluate growth opportunities based on strategic fit, margin, operational capacity, risk and return.
- Ensure appropriate governance, risk management and compliance frameworks are maintained.

KEY REQUIREMENTS

The successful candidate will bring:

- Proven senior leadership experience within an operationally complex SME, ideally within commercial construction, contracting, building products, distribution or a related sector.
- A career background grounded in operations, commercial and/or financial management, rather than primarily sales.
- Demonstrated P&L ownership and strong financial capability, with a clear understanding of margin, cash flow, working capital and EBITDA.
- A proven track record of improving business performance and profitability through operational improvement, restructuring, cost management and stronger commercial disciplines.
- Experience leading an end-to-end operating environment involving procurement, inventory/warehousing, project or service delivery and employee/subcontractor resources.
- Strong analytical and commercial capability, with the ability to understand performance and profitability by customer, project and channel.
- Proven people leadership and change management capability, including the ability to assess organisational structure, build accountability and retain key capability through change.
- A practical, hands-on and low-ego leadership style, with the ability to understand the detail of the business while providing clear strategic direction and working effectively with the Board.-led business or business improvement environment would be advantageous.

Our Process



OUTREACH AND ADVERTISING | Applications close 7 September 2026

Potential candidates identified through targeted search; applications reviewed and responded to.



APPLICANT SCREENING | Mid September

Initial screening of applications as they are received. This may include a discussion with candidates about their motivations for applying. We aim to run a timely and efficient process.



SELECTING AND SHORTLISTING | Mid September

Once the role has closed our team will present the most qualified candidates to the client. Within this period, all applicants will receive notification of the status of their application.



CANDIDATE INTERVIEWS | Mid to Late September

Decipher Group prioritises a robust and consistent interview framework, based on a behavioural and competency-based assessment. Candidates will be advised of the interview structure and who will be present on the panel. All interviewed candidates will receive prompt feedback and will be advised of next steps once we have debriefed with the interview panel.



VETTING AND DUE DILIGENCE | Late September

We conduct thorough background checks and referencing to further assess competencies of preferred candidate/s. Decipher Group utilises a third-party provider for pre-employment and probity checks such as criminal history, qualification, employment history and bankruptcy. Our team will notify you in advance prior to us contacting your referees. Throughout the entire process, candidate confidentiality and privacy remain an absolute priority.



DECISION AND ONBOARDING | Late September

Following a rigorous evaluation, a conditional offer of employment will be made, subject to the completion of the above stage. Our team will communicate regularly with both the client and the successful candidate during this period. At the conclusion of the recruitment process, all remaining candidates will be notified, with the opportunity for feedback.

General Manager, Construction Sector, Christchurch

- Significant operational and commercial leadership opportunity
- Full P&L responsibility with genuine autonomy and Board support
- Drive performance, efficiency and sustainable value creation

Lead performance and the next chapter of an established Canterbury business

An exciting opportunity has arisen to lead a well-established Canterbury business providing products, project management and installation services to the construction sector.

With strong customer relationships and multiple channels to market, the business is entering an important new chapter under new ownership. This creates a compelling opportunity for an experienced General Manager to build on the existing strengths of the business while identifying and delivering opportunities to improve operational performance, efficiency and profitability.

This is not a caretaker role. We are looking for an operationally and financially astute leader who enjoys getting under the hood of a business, understanding what makes it work and translating those insights into tangible performance improvement. Interested?

What will you be doing?

Reporting to the Board and taking full P&L responsibility, you will take overall leadership of the business, its people and performance. As you develop your comprehensive understanding of the organisation, you will establish priorities and lead the changes required to create a more streamlined, commercially disciplined and high-performing business.

Your remit will include:

- Leading financial and operational performance, with full accountability for P&L, margin, cash flow and profitability.
- Identifying opportunities to improve productivity, efficiency, resource utilisation and business processes.
- Strengthening operational delivery across procurement, warehousing, project management and installation.
- Building greater visibility and accountability around business, project and channel performance.
- Leading and developing the team while ensuring the organisational structure and capability support future performance.
- Strengthening key customer and supplier relationships and supporting profitable growth.
- Providing the Board with high-quality reporting, commercial insight and recommendations.

What will you bring?

This opportunity will suit an experienced leader whose career has been built through operations, commercial and/or financial management. You will bring:

- Senior leadership experience within an operationally complex SME, ideally in commercial construction, contracting, building products, distribution or a related environment.
- Demonstrated P&L ownership and strong financial and commercial capability.
- A track record of improving profitability through operational improvement, cost management and stronger commercial disciplines.
- Strong analytical, people leadership and change management capability.
- A practical, hands-on and low-ego leadership style, combined with the ability to think strategically and work effectively with a Board.

Why consider this opportunity?

This is an opportunity to take the helm of an established business with a strong foundation, solid governance and shareholding support and significant untapped potential. You will have the autonomy to shape its future and make a measurable impact on performance.

For an operations-focused, commercially minded leader who enjoys making good businesses perform even better, this is an opportunity to make a genuine and lasting impact. Sound like you?

How to apply

For a copy of the position description and to apply, visit the Decipher Group Opportunities page on <https://deciphergroup.co.nz/job-opportunities/>

For a confidential discussion about the role; contact Leanne Crozier on 021 245 2224 or leanne@deciphergroup.co.nz

Applications close: Monday 7th September 2026

Please do not email us your CV and Cover Letter.
Please use the *Apply Now* link on our website.





Leanne Crozier

Director & Co-Founder

Decipher Group

Natural leader

Wordsmith

On point – on task

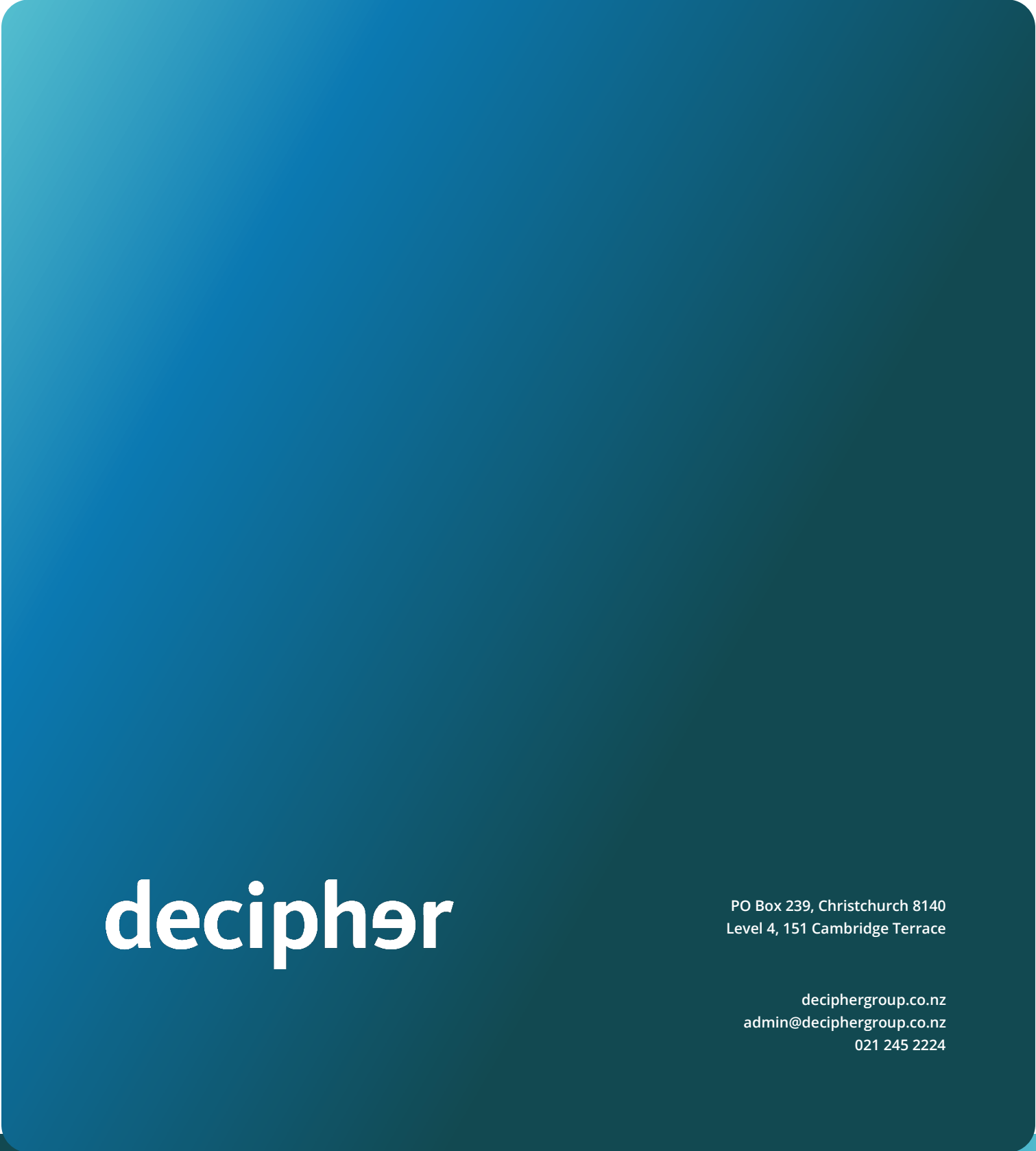
Connected

decipher

Our Diversity, Equity and Inclusion Statement

Decipher Group cares deeply about helping individuals achieve their full potential and supporting organisations to thrive by working toward a more progressive future.

Fostering a culture of inclusion and belonging that truly values individual differences, backgrounds, and perspectives ignites creativity and new ideas – and this is part of what makes our team exceptional. For us, progress is the only goal worth benchmarking.



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