

JOB DESCRIPTION

POSITION	Senior Project Manager (Property)
BUSINESS UNIT	Programme Delivery
GROUP	People & Enabling Services
RESPONSIBLE TO	Head of Programme Delivery
LAST UPDATED	August 2025

Our Vision

To be the best little ambulance service in the world.

Our Belief

To be here for you, when it matters to you, because it matters to us.

Our Promise

No decision about me without me

Our Values



JOB PURPOSE

The purpose of the Senior Project Manager (Property) is to provide high quality project management leadership and delivery for all property projects. They will inform and lead necessary enhancements required across Wellington Free Ambulance to optimise the performance of the business through modern and fit-for-purpose infrastructure that supports our people and the delivery of operations. The role is responsible for oversight of key projects and change initiatives and will develop and co-create solutions that support:

- The leveraging of our collective strengths
- Improve operational performance
- Increase accountability
- Reduce duplication and inefficiencies
- Improves organisational resilience

Project Managers play a significant role in the implementation of our Kia Ora te Tangata – Strategy 2030 and must have a thorough understanding of how their project contribute to the wider implementation plans of the strategy to achieve our goals.

WFA has grown significantly in both our size and the complexity of our operations in recent years and there is a significant and varied package of infrastructure repairs, expansions and improvements that need to be completed so that our various stations and other facilities can continue to support us into the future.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

WFA is the one and only paramedic service for Greater Wellington and the Wairarapa, and the only ones in the country who are free.

We are proud of the place we hold in our community, and the high quality, leading edge patient care that our people deliver every day. As well as emergency paramedic care, we provide patient transfer services; have paramedics who are part of the Life Flight crew and rescue squad, an Events team who deliver emergency care at Events and operate the 111 communications centre for our region.

Our area of operations extend from the Cook Strait to Peka Peka Road (past Waikanae) and across to Mount Bruce in the Wairarapa. We respond to on average 57,000 incidents per year. We have around 320 staff and 80 volunteers.

Business Unit Perspective

Programme Delivery operates within the broader People & Enabling Services function which includes, Commercial, Finance, Digital & Data, Performance, Reporting & Assurance, People & Capability and Health, Safety & Wellness. This role will work across all of WFA business groups and take a whole-organisation view of proposed initiatives and their impact on WFA.

As a broader function, People & Enabling Services are committed to be forward-looking, strategic in our decision making and confident enablers of our front-line services. A people focus underpins all work our support teams design and deliver, and together we translate the WFA strategy into positive actions and results.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Project Management WFA activities relating to projects are delivered on time, within scope and budget. Develop detailed project plans and ensure resource availability and allocation.	<ul style="list-style-type: none"> • Projects are delivered to scope, on time and within agreed budget • Develop and lead projects and initiatives which contribute to growing the effectiveness, depth and richness of the way the organisation operates. • Work directly with key parts of the business to ensure the organisation can support the significant undertakings required to enhance our property and infrastructure. • Liaise directly with contractors, builders, council authorities etc as required for the design and build of property related projects. • Provide high quality advice to senior and executive leaders regarding all aspects of infrastructure and property project management. • Provide coaching and mentoring of project supporting staff as part of building high performing project teams. • Utilise programme/project management methodologies to ensure project planning, administration and reporting is carried out effectively • Actively manage the project resource schedule to ensure appropriately skilled people are identified and allocated to aid as subject matter experts to the project • Project budgets are developed and actively managed to ensure the project is delivered within the approved budget. Where there is a risk of

	<p>overspending, the appropriate escalation and reporting processes are followed</p> <ul style="list-style-type: none"> • Project progress is well monitored and reported on including milestones, risks, issues and other controls • During the project lifecycle, ensure minimal disruption and impact to the operating environment • Provide high quality reporting and advice to the Executive Leadership Team, the Board and other governance entities within WFA • All project documentation and, processes and systems comply with WFA policies • Project risks and issues are identified, analysed and managed so there is no material impact to the organisation or project outputs • Support Procurement projects applying WFA procurement processes and systems to ensure best the outcome for WFA
Stakeholder Management Forming and managing positive and professional relationships with key stakeholders (internal and external). Setting clear expectations in order to deliver successful outcomes.	<ul style="list-style-type: none"> • Suppliers are kept informed of decisions in a timely manner. • Positive feedback on the dedication to meeting the expectations and requirements of internal and external customers/stakeholders. • Evidence of proactive management of existing relationships. • Work with other teams to build relationships to better align outcomes and ensure collaboration takes place in the design of new projects and initiatives • Develop and maintain constructive and genuine relationships across WFA • Manage key relationships to ensure the best outcomes for WFA
Procurement Best practice procurement systems and processes are used.	<ul style="list-style-type: none"> • During the procurement of a new supplier, WFA's values and views are clearly demonstrated. • Executive Leadership Team / Sponsor is provided with specialist expertise and advice on best practice. • Actively leading or participating in tender exercises as required. • Project procurement including tendering and contracts, has favourable outcomes for WFA.
Risk Identification and Management Project risks and issues are identified, analysed and management effectively.	<ul style="list-style-type: none"> • No material impact on project outputs occur (timeline, quality and budget).
Innovation	<ul style="list-style-type: none"> • Support the CE and Executive Leadership Team to drive innovation and identify growth opportunities across the organisation • Maintain awareness of emerging industry developments to support innovation and continuous improvement.
Implementation and Change Management	<ul style="list-style-type: none"> • Identify and develop appropriate change management tools and strategies to ensure successful implementation and adoption of projects and initiatives • Manage change communication plan for implementation and rollout • Work proactively with operations business units to ensure disruption during property build phases is minimized.
Living WFA's values: WFA is a values-based organisation, and employees should be committed to upholding our company values. Our values represent who we are, where we're going and who we're taking with us	<ul style="list-style-type: none"> • Be authentic, original true Mā pango mā whero ka oti te mahi • Act with kindness Aroha atu, aroha mai • Lead by example Mahia te mahi, hei painga mo te iwi • Keep getting better together Whaia e koe te iti kahurangi
Health and Safety:	<ul style="list-style-type: none"> • Actively support and comply with health and safety policy and procedures

<p>Complies with responsibilities under the Health and Safety at Work Act 2015.</p> <p>In the performance of assigned duties, maintains a safe and healthy workplace and actively participates in WFA's Health and Safety Management system</p>	<ul style="list-style-type: none"> • Actively participate in the hazard identification and management process • Proactively report and remedy any unsafe work condition, accident or injury • Identify and report all job-related hazards • Follow all codes of practice, protocols and guidelines related to work practices • Report all accidents, incidents and near misses • Raise any issues of concern with manager as soon as possible • Model the purpose and ethos of the organisation by maintaining personal wellbeing
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RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Head of Programme Delivery
	Peers:	Project Manager, Senior Advisor (Design), Project Coordinators, Facilities Manager, Facilities Advisor, Fleet Manager.
	Direct Reports:	NIL
KEY RELATIONSHIPS	Internal:	Head of Commercial, Project teams, WFA staff, Heads of, General Managers, Senior Leadership Team, Executive Leadership Team.
	External:	Any external stakeholders and contractors involved in projects.
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil (outside of those approved in project initiation documents).

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies.

CORE COMPETENCY	KEY BEHAVIOURS
Results Focus	<ul style="list-style-type: none"> • Resolves conflict promptly and deals decisively with difficult issues, does not avoid issues. Records actions where appropriate. • Takes personal responsibility for making things happen. • Sets and aggressively pursues ambitious and challenging goals – is clear as to what is important and has priority. • Ensures objectives are achieved, on time and within budget – ensures control and monitoring systems are in place and that these fully add value. • Keeps persisting despite setbacks and barriers.
Instils Trust	<ul style="list-style-type: none"> • Gains the confidence and trust of others easily • Honours commitments and keeps confidences • Expresses self in a credible and transparent • Models high standards of honesty and integrity
Interpersonal Savvy	<ul style="list-style-type: none"> • Proactively develops relationships with a wide variety of people • Builds immediate rapport, even when facing difficult or tense situations • Understands interpersonal and group dynamics and reacts in an effective manner • Engages input from others constantly and listens with empathy and concern
Customer Focus	<ul style="list-style-type: none"> • Anticipates customer needs and provides services that are beyond customer expectations • Uses customer insights to drive and guide the development of new offerings • Serves as a strategic partner to build, grow and maintain profitable and long-lasting relationships with key accounts

Action Oriented	<ul style="list-style-type: none"> Quickly and decisively takes action in fact-changing, unpredictable situations Shows a tremendous amount of initiative in tough situations; is exceptional at spotting and seizing opportunities
Situational Adaptability	<ul style="list-style-type: none"> Picks up on the need to change personal, interpersonal, and leadership behaviour quickly Observes situational and group dynamics and select best-fit approach Seamlessly adapts style to fit the specific needs of others
Communicates Effectively	<ul style="list-style-type: none"> Delivers messages in a clear, compelling, and concise manner. Actively listens and checks for understanding. Articulates messages in a way that is understandable to people of all levels. Models and encourages the expression of diverse ideas and opinions.
Being Resilient	<ul style="list-style-type: none"> Stays focussed and composed in stressful situations. Maintains a positive attitude and forward-thinking approach despite setbacks or difficult circumstances. Takes constructive action to navigate difficulties or obstacles. Is viewed as a source of confidence in high-stress situations.
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> Wellington Free Ambulance is committed to its responsibility to Maori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience:

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> PRINCE2 Practitioner or similar project management qualification At least 5+ years of hands-on project management or change management experience, principally in the areas of infrastructure and property design, build, enhancement and repair. Proven experience in development of detailed project documentation including plan and work schedules, budgeting, using/maintaining project registers, monitoring, tracking progress and reporting. Demonstrated ability to convey information and ideas clearly and accurately, in a way that meets the needs of the audience. Experience in developing and managing relationships with internal and external stakeholders. High degree of initiative and perseverance to follow through a project or issue to successful completion or resolution Hard working with a positive 'can-do' attitude and great organisational skills A proven ability to deliver quality deliverables on time and within budget 	<ul style="list-style-type: none"> Health sector knowledge Technology heavy infrastructure experience (such as digital security systems) Led large-scale organisational change efforts Relevant tertiary qualification

Hours of Work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.