



## Position Description

### Position Title

Lifecare Manager

### Location

Strathallan Lifecare (Village Manager)

31 Konini Street, Timaru

### Reports to

Chief Executive Officer

### Direct Reports

Village administration staff, village activities staff, maintenance staff, contractors

## Role Purpose

The Village Manager / Lifecare Manager provides overall leadership and operational management of the Retirement Village, ensuring a safe, welcoming, and well-run environment that supports resident wellbeing, financial sustainability, and regulatory compliance. The role balances resident experience, property and refurbishment oversight, sales and occupancy management, and people leadership within a charitable retirement village context.

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## Key Responsibilities and Performance Expectations

### 1. Resident Experience, Wellbeing and Community Life

Provide a resident-centred village environment that promotes independence, dignity, inclusion, and wellbeing.

#### Key Responsibilities

- Act as the primary point of contact for residents and families.
- Ensure residents feel welcomed, valued, and supported from first enquiry through ongoing village life.
- Manage resident enquiries, concerns, and complaints in line with organisational complaints processes and statutory obligations.
- Facilitate resident engagement through regular resident meetings and consultation processes.
- Promote a positive, inclusive village community and encourage participation in social and wellbeing activities.

- Liaise with the Healthcare Manager regarding care, wellness packages, and clinical concerns where relevant.

### **Performance Measures**

- Positive resident feedback and satisfaction outcomes.
  - Complaints managed promptly and professionally, with issues resolved or escalated appropriately.
  - Regular resident meetings held and documented.
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## **2. Village Operations, Property and Refurbishments**

Ensure effective day-to-day operations and high standards of village presentation and amenity.

### **Key Responsibilities**

- Oversee daily operations of the Retirement Village.
- Coordinate maintenance, repairs, grounds upkeep, and capital works.
- Manage unit turnover, refurbishment and renovation processes for vacated units.
- Develop refurbishment plans and manage contractors within approved budgets and standards.
- Ensure refurbished units are completed promptly and presented to a high standard for resale or reoccupation.
- Maintain accurate records of maintenance and refurbishments, including reconciliation against approved quotes.

### **Performance Measures**

- Units refurbished and returned to market within agreed timeframes and budgets.
  - Accurate and timely reporting on refurbishment and maintenance expenditure.
  - Village environment maintained to a consistently high standard.
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## **3. Sales, Occupancy and Marketing**

Support village sustainability through effective sales, marketing and occupancy management.

### **Key Responsibilities**

- Manage village sales enquiries, tours, waitlists and occupancy levels.
- Ensure sales processes are open, transparent and compliant with legislative requirements.
- Explain Licence to Occupy / ORA agreements clearly and respectfully to prospective residents and families.

- Maintain an up-to-date customer and enquiries database.
- Participate in marketing and promotional activities to attract new residents and maintain village profile.

#### **Performance Measures**

- Occupancy levels aligned with agreed targets.
  - Sales documentation and processes fully compliant with legislative requirements.
  - Accurate tracking and follow-up of prospective resident enquiries.
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### **4. Financial and Budget Management**

Manage village resources responsibly to support financial sustainability.

#### **Key Responsibilities**

- Manage village operating budgets within approved limits and delegations.
- Monitor expenditure and approve invoices in accordance with delegated authority.
- Report budget variances and financial risks promptly to the CEO.
- Participate in annual budgeting and planning processes.
- Provide regular operational and financial reports to the CEO.

#### **Performance Measures**

- Budget targets met or variances clearly identified and managed.
  - Timely and accurate financial reporting.
  - Expenditure managed within delegated limits, with appropriate approvals obtained.
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### **5. Health, Safety, Risk and Regulatory Compliance**

Maintain a safe, compliant and well-governed village environment.

#### **Key Responsibilities**

- Ensure compliance with the Health and Safety at Work Act 2015 and organisational Health & Safety policies.
- Promote a strong safety culture among staff, contractors, residents and visitors.
- Ensure incidents, hazards and near misses are recorded and managed through organisational systems.
- Maintain and review hazard and risk registers annually.
- Ensure contractor induction and on-site compliance with health and safety requirements.

- Ensure compliance with the Retirement Villages Act 2003 and Code of Practice, including audit readiness.
- Maintain accurate village records and documentation, including privacy obligations.

### **Performance Measures**

- Compliance with statutory and organisational health and safety requirements.
  - Successful completion of audits with no significant findings.
  - Up-to-date risk and hazard management documentation.
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## **6. People Leadership and Workforce Management**

Build a capable, engaged and values-aligned village team.

### **Key Responsibilities**

- Lead, support and supervise village staff.
- Ensure appropriate staffing cover, training and performance management.
- Foster a positive, respectful and collaborative team culture.
- Address performance issues and escalate people matters as required.

### **Performance Measures**

- Staff performance and engagement consistent with organisational expectations.
  - Completion of annual performance reviews.
  - Compliance with employment and organisational policies.
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## **7. Stakeholder and Community Engagement**

Represent the village and organisation positively internally and externally.

### **Key Responsibilities**

- Build effective working relationships with internal managers, contractors and support teams.
- Represent the village within the local community and relevant networks.
- Engage with sector bodies and contribute to organisational intelligence on risks, opportunities and trends.
- Maintain regular communication with the CEO regarding operational performance and emerging issues.

### **Performance Measures**

- Strong working relationships with key stakeholders.
- Active contribution to organisational reputation and community presence.

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## 8. Personal Safety and Professional Development

Maintain personal effectiveness and professional standards.

### **Key Responsibilities**

- Take personal responsibility for health and safety compliance.
  - Participate in professional development to maintain current knowledge and skills.
  - Undertake regular supervision and annual performance review.
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## Key Skills, Knowledge and Experience

### **Essential**

- Experience in Retirement Village, property or service management.
- Strong leadership, communication and organisational skills.
- Financial management and reporting capability.
- Sound knowledge of Health and Safety and regulatory compliance.

### **Desirable**

- Retirement village sales experience.
  - Knowledge of refurbishment or project coordination.
  - Relevant qualification in management, property, health or related field.
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## Personal Attributes

- Resident-focused and values-driven.
  - Commercially aware and financially responsible.
  - Professional, empathetic and approachable.
  - Well organised, adaptable and resilient.
  - Strong integrity and commitment to quality.
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## Working Conditions

- Full-time position.
  - Some after-hours work may be required.
  - Police vetting may be required.
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