

Job Description

Position Title: *Transport Engagement Manager*

Responsible to: Director – Corporate Services

Responsible for: Transport Operations Coordinator
Transport Engagement Liaison x 3
Planning and Policy Manager and team
All Taranaki Regional Council staff
Other Regional/District Councils

Relationships: Passenger Transport Operators
Total Mobility services, special interest groups and community organisations
General Public
Waka Kotahi NZ Transport Agency
External Contractors.

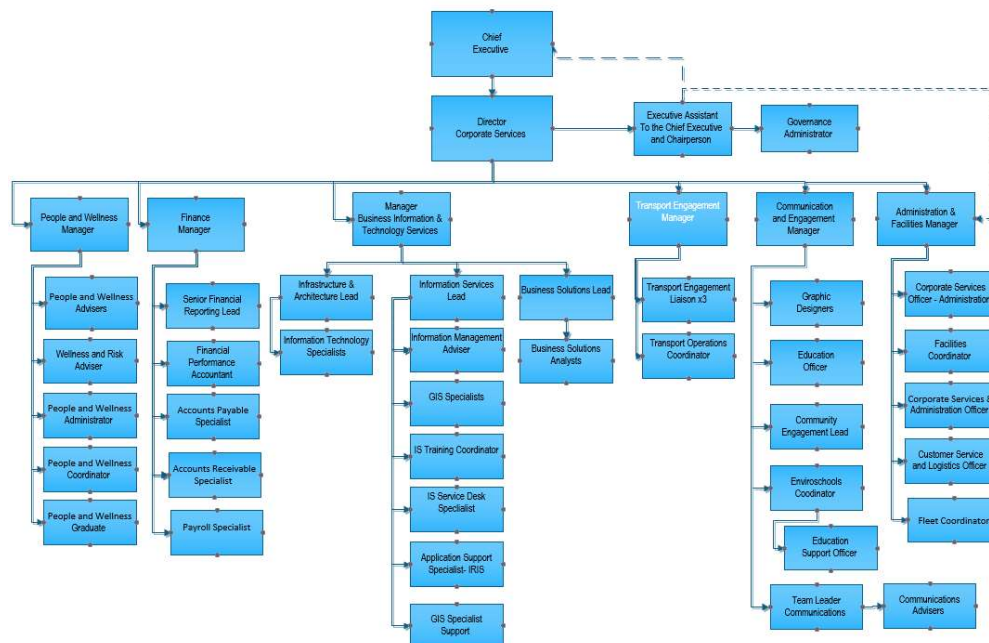
Salary: A market salary for the position will be negotiated, depending on experience, qualifications and aptitude.

Location: Stratford, although travel throughout the region maybe required as part your daily duties

Job Context: Permanent Full Time

Position Number: 426

Holder: Vacant



Role of Transport Engagement Manager

The role of Transport Engagement Manager is to be responsible for growing, leading and transforming Taranaki's public transport functions. The role is responsible for transforming, growing, leading and managing the performance of a small team, delivering a customer-centric service, managing responsibilities associated with public transport and co-ordinating transport, policy, planning and advocacy responsibilities.

The Council has a personal and leadership development programme (OUR TRC). The position holder is expected to gain a full understanding of the programme and be committed to its implementation and development.

The Council is committed to working with Māori, iwi and hapū to incorporate Te Ao Māori values into our services.

Key Skills

Qualification

- Required: tertiary qualification in an appropriate field (transport-related preferred but not essential)

Knowledge

- Understanding of public transport planning and/or operations would be advantageous but not essential
- Understanding of how to build and transform public services

Skills/Experience

- Proven skill in growing and transforming public services
- Excellent liaison and interpersonal skills
- Experience leading a small team, coaching and managing work programmes, performance and setting expectations
- Experience in planning or provision of public transport services, administrations, tendering and/or contract procedures
- Ability to develop good working relationships with individuals, groups and organisations
- Financial management experience including the ability to manage budget expenditure and forecasts
- Excellent communication skills, both written and verbal
- Excellent project management skills and experiences
- Ability to think laterally, multitask and self-manage

Personal Attributes

- Team player
- Methodical approach to problem identification and resolution
- Finely tuned attention to detail
- Innovative and self-motivated
- Willingness to adapt
- Professional approach to duties
- Appreciation of the mobility requirements of people with disabilities
- Appreciation of Māori culture and values

Tasks

- Lead the growth and development of public transport services and transform them into an emissions free service
- Plan, implement, deliver, monitor and report on public transport services required by the Regional Public Transport Plan, Regional Land Transport Plan and the Long-Term Plan
- Manage public transport tenders, contracts and agreements
- Provide a customer service ensuring that Transport Services team members are available between 8am and 5pm to deliver a transport service, responding to and resolving issues and enquiries
- Provide direct supervision of the Transport Services team, agree work programmes and expectations, and provide leadership and development of their professional skills
- Undertake appropriate reviews of the regional contracted public transport services
- Identify changes to public transport services including new services and make recommendations on any required changes to objectives, strategies and programmes
- Work and liaise with the Policy and Planning section to prepare and/or review the Regional Land Transport Plan, Regional Public Transport Plan and the Long-Term Plan
- Work with the Policy and Planning section to put in place an annual service level agreement for policy support
- Assist with and provide input to the advocacy and liaison work in relation to land transport responsibilities, including input or assistance in the writing of submissions and attendance at meetings of working parties or other forum
- Co-ordinate the wider transport functions. This includes co-ordinating transport inputs into the preparation of the Long-Term Plan, Annual Plan, Annual Reports and Waka Kotahi recording and reporting systems and being responsible for the effective management of these budgets, programmes and associated reports
- Any other task and duties as required by the Director – Corporate Services or Chief Executive

Special requirements

- May be required to work outside normal working hours

Health and Safety

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicate
- Develop knowledge
- Investigate and learn
- Ensure competence to do the job

Mission and Key Message

Our Mission:

To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources
- Safeguarding Taranaki's people and resources from natural and other hazards
- Promoting and providing for significant services, amenities and infrastructure
- Representing Taranaki's interests and contributions to the regionally, nationally and internationally community

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our Key Message:

- The Taranaki Regional Council works with the Taranaki community to help make the region a fantastic place to live, play and do business.

Values:

We are committed to:

- Public service
- Service first
- Improving the quality of our performance
- Working safely
- Effective communication and teamwork
- Initiative and the right to make mistakes
- Accountability and results
- Presentation, respect and care
- Job satisfaction