

POSITION DESCRIPTION

Effective from: June 2019

Position Title	Manager Transport
Reporting To	General Manager Operations
Directorate	Operations
Location	Dunedin
Supervising	Direct Reports: 5 Indirect Reports: 6
Budgetary Responsibility	2019/20 budget: 25.7M Approved delegation: \$50,000

Our Organisational Values and Behaviours

Caring <i>We take great care in all we do</i>	Collaborative <i>Great relationships enabling great outcomes</i>	Accountable <i>Deliver on our promises</i>	Trustworthy <i>We do what we say we'll do</i>	Creative <i>Seeking better ways of doing things</i>	Open & Honest <i>Encouraging openness and honesty</i>
<ul style="list-style-type: none"> ▪ Taking due care ▪ Using resources appropriately ▪ Kaitiakitanga ▪ Responsiveness 	<ul style="list-style-type: none"> ▪ Common vision ▪ Sharing knowledge and resources ▪ Partnerships with common goals ▪ Team work 	<ul style="list-style-type: none"> ▪ Having honest conversations ▪ Doing the right thing ▪ Trustworthiness ▪ Ownership 	<ul style="list-style-type: none"> ▪ Speaking with courage ▪ Acting ethically and with mana ▪ Following up ▪ Enabling great outcomes for all 	<ul style="list-style-type: none"> ▪ Challenging the 'status quo' ▪ Continuous improvement ▪ Creative problem solving ▪ Understanding the 'why' 	<ul style="list-style-type: none"> ▪ Speaking up ▪ Being approachable ▪ Speaking with integrity ▪ Inviting differing points of view

Purpose

The purpose of the Manager Transport position is to provide effective leadership and operational oversight to the regional transport teams, including regional and public transport planning, public transport operations, and the Regional Integrated Ticketing System (RITS), as lead Council on behalf of the wider consortium.

The Manager Transport is responsible for the delivery of strategic regional transport planning, operationalising agreed public transport deliverables, and building and maintaining effective working relationships with transport partners including NZTA, public transport service operators, Territorial Authorities and other Regional Councils.

The Manager Transport will provide or procure expert transport related advice to the Executive Leadership Team, ORC Chief Executive and Council, as required.

Results Area	Activities	Expected Outcome
Leadership	<p>Provide leadership to the Public Transport Operations, RITS and Transport Planning teams, to ensure their activities are aligned with the strategic goals of ORC.</p> <p>Coaching, mentoring, supporting and enabling staff to achieve agreed</p>	<ul style="list-style-type: none"> • Staff have opportunities to develop and grow. • ORC reliance on consultants reduces consistently over time.

	<p>outcomes, and grow and develop in their roles.</p> <p>Maintaining a team environment that fosters and develops effective working relationships and a high-performance culture.</p> <p>Provide support, guidance and advice to team members required to be present during Council.</p> <p>Lead and participate in a culture of 'continuous feedback,' holding regular performance 'catch-ups' with individual members of your team.</p> <p>Actively contribute to the ORC Management Group, supporting a culture of staff enablement, collaboration and excellence.</p> <p>In conjunction with the General Manager and HR, develop a succession plan for the Manager Transport role, and other key positions within the team.</p>	<ul style="list-style-type: none"> • Staff feel supported to think 'outside of the box,' seek innovative solutions and challenge the 'status quo.' • A team that is known for their positive, collaborative working style that other teams want to support. • Champion expected behaviours and 'lead by example'. • Feedback provided to team members on their performance is provided regularly, and in a constructive manner. • Performance issues are identified and rectified early, dealt with at the lowest appropriate level. • Positive contribution to ORC Management group is evident, exerting influence towards a positive workplace culture. • Succession plans are developed and in place.
<p>Strategic Transport Planning</p>	<p>Ensure the development and delivery of the Regional Land Transport Plan (RLTP), in accordance with the Land Transport Management Act (LTMA).</p> <p>Support the functions of the Otago Regional Transport Committee (RTC) and its collaboration with the Southland RTC and wider South Island RTC's.</p> <p>Provide and/or procure strategic transport advice to the ELT, ORC Chief Executive and Council, as required.</p> <p>Ensure ORC's partnership with the Territorial and regulatory Authorities in relation to their safety improvement programmes of work.</p> <p>Maintain oversight of business planning undertaken between ORC and transport providers.</p>	<ul style="list-style-type: none"> • Development and delivery of the RLTP is on-time and in accordance with statutory requirements, and other ORC plans and policies. • ORC is recognised as a key contributor to the RTCs, adding value where-ever possible. • Advice provided/procured is accurate, timely and supports informed executive/political decision making. • ORC is an active partner to safety improvement with NZTA and the Territorial Authorities. • Business planning is 'fit for future,' in line with ORC strategic deliverables and flexible enough to move with the changing demands of the organisation.

	<p>Undertake future-proofing planning for the ORC Public Transport functions/services.</p>	
<p>Public Transport Operations</p>	<p>Manage the design, contracting and delivery of the operational public transport and total mobility services across the Otago Region.</p> <p>Ensure marketing activities are undertaken to promote the uptake of total mobility and public transport services provided by Council.</p> <p>Ensure the effective and efficient maintenance of 'on-street' public transport infrastructure.</p> <p>Ensure ORC's compliance with NZTA and all other regulatory bodies.</p> <p>Manage ORC public transport tendering processes and associated business cases.</p> <p>Manage contractors, consultants and service providers to ensure the effective delivery of ORC regional and public transport services.</p> <p>Negotiate fiscally responsible terms for public transport services.</p>	<ul style="list-style-type: none"> • Design, contracting and delivery is done in a manner that is conducive to customer service excellence, fiscally responsible spending, and responsive to change. • Marketing is targeted, fit for purpose and reflective of a multi-channel approach. • Current on street infrastructure is managed to ensure a long lifecycle, with any issues/damaged rectified as soon as is practicable. • Planning and execution of future infrastructure is strategic, with a focus on long-term value and customer needs. • Tendering processes are undertaken in line with the relevant legislation and ORC guidelines. • Business cases are detailed, fit for purpose and presented in a timely manner. • Terms between ORC and transport service providers reflect 'value for money' and fiscally responsible spending.
<p>Regional Integrated Ticketing System (RITS)</p>	<p>Support the Operations Contract Lead and RITS Project Manager in keeping the RITS consortium abreast of project updates, changes and risks.</p> <p>Manage the relationship between ORC (as the lead Council) and the RITS Consortium.</p> <p>Ensure supplier performance monitoring is undertaken, and any issues raised as needed.</p>	<ul style="list-style-type: none"> • The RITS consortium is well informed, abreast of changes, and are consulted prior to changes being made (where appropriate). • The working relationship between the consortium and ORC is collaborative. • Supplier performance monitoring is undertaken regularly, with any non-performance noted and acted upon.

	<p>Provide status update reports to the ORC ELT on the RITS project/operations.</p> <p>Oversee the continuous improvement and change management process for the RITS project and RITS operations.</p>	<ul style="list-style-type: none"> • Status reports to ELT are regular and reflective of a 'no surprises' approach. • Continuous improvement and change management processes are undertaken within project guidelines. • Employees are empowered to undertake continuous improvement within the scope of their activities.
<p>Stakeholder Management</p>	<p>Compile and present reports and recommendations concerning regional transport activities for ELT and Council, as required.</p> <p>Ensure effective working relationships are maintained with industry bodies such as NZTA.</p> <p>Ensure productive working relationships are established and maintained with Territorial Authorities within the Otago region, as well as other Regional Councils.</p> <p>Maintain a collaborate working relationship with the RITS Consortium ad key supplier(s).</p> <p>Negotiate, as necessary, favourable and fiscally responsible public transport services.</p>	<ul style="list-style-type: none"> • Reports are honest, accurate, and contain an appropriate level of detail. • Relationships with NZTA, Territorial Authorities, Regional Councils and other regulatory bodies are maintained and are reflective of a collaborative style of working, and the ORC values. • Long-term relationships are sought with suppliers. • Negotiations are reflective of the ORC values.
<p>Planning, Reporting and Budgeting</p>	<p>Timely input is provided to Annual Plans, Long Term Plans, Annual Reports, and Opal reporting.</p> <p>Budgets are prepared, managed and reported on as required.</p>	<ul style="list-style-type: none"> • Clear, concise planning and reporting. • Reporting is completed within the designated timeframe, and consistently kept up-to-date. • Position holder maintains a thorough understanding of the budget for the work you are responsible for, and an ability to explain any variances. • Any foresight on potential variances is communicated to the General Manager for appropriate action.

		<ul style="list-style-type: none"> The General Manager is able to make an assessment regarding escalation to CE, ELT, and elected members.
Other Duties	<p>Undertake risk management activities as appropriate, in relation to the ORC regional transport functions.</p> <p>Contribute to the flexibility, agility and adaptability of your team and the wider Organisation, by undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Otago Regional Council in all that you do.</p>	<ul style="list-style-type: none"> Risks are identified, recorded and reported upon as appropriate. You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with ORC processes and reflects best practice. Where you are unsure, questions are asked to ensure policy and best practice is maintained. Maintain the reputation of the ORC in all that we do.
Professional and Career Development	<p>Identify, in conjunction with your manager, areas for both personal and professional development, in line with your career development plan.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism. A minimum of two performance related meetings [outside of the formal review process] annually.
Health & Safety	<p>Always have the wellbeing of self and others as a priority.</p> <p>Champion, support, implement and adhere to H&S policies and procedures.</p> <p>Champion a culture that supports and maintains 'Doing Safety Differently', (the well-being of all ORC employees, and all those that we work with) environmental and sustainability practice and management.</p>	<ul style="list-style-type: none"> H&S policies and practices and other related policy and initiatives are complied with. Works in a safe manner at all times to avoid harm to self and others. All incidents, accidents and near misses are promptly reported. All risks effectively managed and no outstanding compliance issues.

	<p>Promote a safe and environmentally sound working environment and a culture of safe and responsible behaviours and attitudes.</p> <p>Report all risks identified, and contribute to their elimination or minimisation.</p> <p>Actively contribute to H&S initiatives.</p>	<ul style="list-style-type: none"> • There are no preventable work-related injuries and/or incidents. • Appropriate PPE gear is worn as required by ORC/legislative policy.
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Relationships

- General Manager Operations
- Transport Team
- The ORC Executive Leadership Team
- Elected Members
- ORC Customer Experience Team
- Public Transport Brand Lead
- Managers
- All Employees
- NZTA
- RITS Consortium
- Territorial Authorities
- Regional Councils
- Public Transport Service Providers
- Contractors and Consultants

Person Specification

The expertise and competencies required for a person to reach full competency in the role.

	Essential	Desirable
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • A tertiary qualification in Engineering, Public Policy, Operations Management or other related field [or equivalent level of experience]. 	<ul style="list-style-type: none"> • A Bachelor's qualification in Engineering, Public Policy or Operations Management. • Project Management qualification.
Experience	<ul style="list-style-type: none"> • 8+ years' experience in a Local Government environment. • 5+ years' experience in leadership. • 5+ years' experience in a Public Transport operational environment and/or Transport Planning function. • Experienced relationship manager. • Experienced in Project Management. 	<ul style="list-style-type: none"> • Strategic leadership experience.
Knowledge and Skills	<ul style="list-style-type: none"> • In-depth understanding of transport planning functions of a Regional Council. • Excellent attention to detail. 	

	<ul style="list-style-type: none"> • Understanding of principles and practices of a 'coaching' style of leadership. • Strong report writing skills. • Strong negotiation and advocacy skills. • Strong organisational skills and processes. • Highly developed written and oral communication skills. • Ability to work in a complex work environment, deal with ambiguity and across functions. • Strong presentation skills. • Understanding of public tendering processes. • Sound budget management and financial reporting skills. • Financial acumen. 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Political and commercial acumen. • Coaching style. • Tactful and diplomatic. • Resilient, and can foster resilience within others. • Creative problem solver, committed to continuous improvement. • Can build effective and long-lasting relationships with industry bodies, such as NZTA. • Self-managed and can take the initiative. • A strong customer focus including the ability to develop solutions that provide 'value for money'. 	

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment and business needs.