



Job Description

Job title	Transport Operations Officer
Group	Strategy
Section	Transport
Responsible to	Transport Policy Manager
Responsibility for employees	<input checked="" type="checkbox"/> None
Date	April 2015

Job purpose

This job exists to:

- implement the public transport operational aspects of Regional Council policy, including plans, policies and strategies;
- efficiently and effectively procure and ensure delivery of Council's passenger transport services; and
- provide excellent customer service.

This job also provides specialist advice to ensure the Council meets its statutory requirements and it works in collaboration with colleagues across the Council.

Functional relationships (relating to others)

External	Purpose and frequency of contact
• Consultants	• Relating Periodic
• Government agencies and departments	• Relating, Advising/liaising Periodic
• Other local authorities	• Relating, Advising/liaising, Influencing Periodic
• Technical or legal professionals	• Relating Periodic
• Passenger transport contractors and operators	• Relating, Advising/liaising, Influencing Frequent
• Iwi and other community groups	• Relating, Advising/liaising, Influencing Periodic
• Members of the community	• Relating, Advising/liaising, Influencing Frequent

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none"> Councillors and staff at all levels within the organisation All other relevant staff. 	<ul style="list-style-type: none"> Relating, Advising/liaising 	Periodic
	<ul style="list-style-type: none"> Relating, Advising/liaising, Influencing 	Frequent

Key result areas

The job encompasses the following major functions or key result areas:

- Job specific accountabilities
- Project management
- Relationship management
- Corporate contribution

The requirements in the above key result areas are broadly identified below:

Key accountabilities

Key accountabilities (jobholder is responsible for)	Key accountability measures (jobholder is successful when)
<p>1 Job specific accountabilities</p> <ul style="list-style-type: none"> Contribute to the translation of policy to operational initiatives and the delivery of programmes and processes. Procure passenger transport and ancillary services. Manage Council's passenger transport and ancillary service contracts, including negotiating and implementing price adjustments and approving payments. Monitor the performance of Council's contracted services and the delivery of those services by its contractors. Investigate and resolve customer issues. Contribute to the development, review and monitoring of Council's land transport programme. Contribute to wider Council-level responses and workflows, including those of the Chief Executive and Chairman, to correspondence, information requests, papers and speeches. Provide specialist analytical support, advice, reports and recommendations on a variety of complex issues as required. Undertake any other relevant duties as directed by the Transport Policy Manager. 	<ul style="list-style-type: none"> Key documents and procured passenger transport and ancillary service contracts meet New Zealand Transport Agency and Council requirements. Contracts operate within budgets and contractors deliver the level of service that Council has contracted to pay for and receive timely payment for doing so. All customer issues are investigated from a customer-centric view in a timely manner. All advice and recommendations are based on sound research and analysis and are provided in a professional and timely way. Any additional duties are completed to appropriate standards.

2 Project management	
<ul style="list-style-type: none"> Provide leadership and direction to projects ensuring contributors know what they are required to do and by when. Manage external contracts including writing contracts and briefs and ensuring satisfactory delivery. 	<ul style="list-style-type: none"> Project contributors understand the objectives and the project is effectively managed. Contract outputs are successfully achieved. Project outcomes meet quality standards and legislative requirements and are delivered within agreed timeframes and budgets.
3 Relationship Management	
<ul style="list-style-type: none"> Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. Act as a representative for Council at appropriate local government conferences and seminars, and other networking events. Maintain good working relationships with Councillors. Participate in the public consultation process. 	<ul style="list-style-type: none"> Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. Professional image is conveyed in public forums. Relationships are well managed to support organisation, team and individual work.
4 Corporate contribution	
<ul style="list-style-type: none"> Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. Recognise individual responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992. Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. Hazards are identified and all incidents and accidents are reported. Participate in any wellness programmes, such as stress management training and health monitoring. Council records are created and maintained in corporate information systems, meeting specified information management standards. Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

In accordance with the Council's Delegation Instrument(s) this job:

- Does / Does not control a budget Amount \$
 Can / Cannot spend money from other's budget Amount \$5,000
 Jobholder can spend unbudgeted capital Yes No Amount \$

Jobholder is responsible for committing the organisation to long term contracts Yes No

Jobholder signs correspondence on behalf of the Council Yes No

Freedom to act

The job holder's work is subject to broad instructions both from their Manager and policy documents and procedures (e.g. Transport Activities Procurement Strategy). They will seek guidance from their General Manager, Manager, Senior team members, peers at other regional councils, and specialist legal and technical/subject matter experts. Job holders are expected to operate with a degree of independence.

Work complexity

Most challenging duties typically undertaken, and the frequency of it being performed:

- Procuring value for money passenger transport services in a competitive, open and error-free manner and consistent with New Zealand Transport Agency requirements.
- Implementing a monitoring programme to ensure that the Council is receiving the required level of service from its passenger transport contractors.
- Successfully communicating with passenger transport contractors to ensure compliance in all areas.

Other aspects

Note any significant aspects of this job that have not been captured elsewhere in this document.

- N/A.

Person specification

Minimum academic qualifications and experience required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> • A relevant tertiary qualification. • A minimum of five years relevant post-qualification experience including tendering and contract management. • A valid driver's licence required*¹. 	<ul style="list-style-type: none"> • National Certificate in Infrastructure Engineering Procurement Procedures • Project management qualification.

Knowledge/experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> • Experience supervising contractors / consultants. • Proven skills in building and maintaining working relationships. 	<ul style="list-style-type: none"> • Operational experience in the passenger transport industry. • Experience gained in a central or local government organisation. • Experience operating within political environments.

Key skills/attributes/ job specific competencies

The following indicates what would typically be expected for this role at a competent level:

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

Advanced knowledge	<ul style="list-style-type: none"> Professional and technical knowledge of robust procurement, contract management and compliance. Transport legislation and regulation. Customer service skills. Working within the political environment of local government. Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
Working knowledge	<ul style="list-style-type: none"> Project and time management skills. Knowledge of financial and budget management. Well-developed computer ability. A broad understanding of the social, economic, cultural and environmental characteristics of the Bay of Plenty region.
Awareness	<ul style="list-style-type: none"> Community, cultural and political awareness.

Personal attributes/key behaviours

- Sound judgement and initiative.
- The ability to create harmony in a team.
- The ability to anticipate change, remain flexible and be innovative.
- The ability to influence and persuade by effectively communicating verbally and in writing.
- Proficiency with oral presentations, consultation and report writing.
- The ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- The ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- The ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- The ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Other requirements

- May require frequent travel within the Bay of Plenty region and may be required to travel outside the Bay of Plenty region.
- Often required to participate in and attend off-site external stakeholder meetings and/or site visits.
- Occasionally required to manage and resolve conflict situations.
- Occasionally required to work outside normal hours.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Recommended:

Manager

Date

Approved:

Manager

Date

Discussed with incumbent:

Employee

Date