



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Manager Compliance
Group:	Regulatory Services
Reports to:	Portfolio Manager Safer Commercial Transport
Band:	18
Date:	July 2022

Context

Our purpose

Waka Kotahi. Moving. Together

A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose

Safety is a top priority for Waka Kotahi and we, as Te Ropu Waeture (the Regulatory Services group), aim to improve safety and reduce the risk of harm by being a firm and fair real-world regulator applying principles of good practice grounded in Te Ao Maori – Whakapono (Integrity), Manaakitanga (Caring for people), Whanaungatanga (Relationships) and Kotahitanga (Unity).

The Safer Commercial Transport team is responsible for regulating commercial transport operators, from heavy vehicles to small passenger services. We do this by monitoring our sector through audits, reviews and investigations and working with industry to drive best practice.

Position purpose

The purpose of this role is to achieve high levels of compliance, regulatory assurance and a strong safety culture in the commercial transport industry by ensuring efficient and effective delivery of the Safer Commercial Transport regulatory function.

Key relationships

Internal:

- Safer Commercial Transport
- Regulatory Services Group
- All other business groups

External:

- Ministry of Transport
 - Government Agencies
 - Commercial Transport Operators
 - Work Safe NZ
 - NZ Police
 - Partner Agencies and Stakeholders
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Dimensions

Size of business unit:	8-12 FTE
Indicative budget scope:	TBC
Delegations:	Refer to the NZTA Delegations Register\
Location:	National

What the position involves

Accountabilities

As well as being accountable for the Waka Kotahi values and behaviours, your role has the following specific key accountabilities:

Leadership

- Develop, motivate and lead a high performing team
- Achieve a highly engaged, behaviorally and culturally aligned, highly performing team through inspirational leadership
- Grow and develop the skills and capabilities of the team, individually and collectively

Relationships

- Engage with industry, regional stakeholders and regulatory parties to promote willing compliance, and ensure that Waka Kotahi NZ Transport Agency's regulatory expectations are clearly communicated
- Support, monitor and manage performance of delegated and outsourced compliance activities
- Partner with relevant government agencies to ensure integrated and efficient regulatory compliance activities

Regulatory Function

- Deploy resources to areas of identified risk based upon sound prioritization and triage of work
- Ensure operators are held to account for their safety and compliance performance and meet the required standards within the commercial transport industry
- Follow up / investigate alleged breaches and complaints
- Deliver appropriate interventions in response to identified non-compliance and safety issues
- Promote Tū ake, Tū maia, our regulatory strategy, and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

Working effectively with Māori

Te Ara Kotahi – our Māori Strategy – supports Waka Kotahi to work effectively with Māori and is underpinned by uara (values) and our mātāpono (principles) of – Rangatiratanga, Manaakitanga, Kaitiakitanga, Whanaungatanga, Te Tiriti o Waitangi, Mana o te Reo, Huna Kore (no surprises approach), Auahatanga (creativity and innovation), Whakapono (integrity and honesty) and in recognition of Cultural Values.

As Waka Kotahi is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies.

We accept our privileged role and responsibility to the partnership of the Treaty of Waitangi / Te Tiriti o Waitangi.

Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

NGĀKAU AROHA *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As Waka Kotahi we:

- Contribute to a safe and sustainable work environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

KOTAHITANGA *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of Waka Kotahi. As Waka Kotahi we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others to learn and grow
- Invite conversation and feedback and always improve

KIA MĀIA *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As Waka Kotahi we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

MAHIA *Nail it* means we create enduring legacy, delivering our best work every day. As Waka Kotahi we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the state sector we also hold ourselves to the highest standards of integrity and conduct.

SPIRIT OF SERVICE

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianeī, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government.

We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

More information on all the behaviours and standards are included in the Waka Kotahi Te Tikanga Whanonga – Our Code of Conduct.

Leadership expectations

Foundational expectations of People Leaders

As a People Leader at Waka Kotahi you will:

KEEP EVERYONE SAFE Keep safety and wellbeing front of mind for your people.

COMMUNICATE Have regular meetings with your team and other key stakeholders to maintain consistent updates and a two-way dialogue.

COACH Have quality 1:1's with your team on a regular basis to build rapport, prioritise workload, support through change, and make sure your people are clear on what's expected of them. You will prioritise PDP's and regular performance conversations to develop your people, address performance concerns proactively.

DEVELOP AND RECOGNISE Have regular development conversations with your team to support their growth, link development goals to business needs, and recognise them when they do a great job.

SEEK AND ACT ON FEEDBACK Regularly ask for and learn from feedback to improve our work environment and develop yourself.

BUILD A SUPPORTIVE TEAM ENVIRONMENT Foster an environment that is inclusive and supportive for your team. You will encourage your team to raise important issues or concerns and invite them to engage conflict in a constructive way.

PREVENT BULLYING and HARASSMENT Know how to identify bullying and harassment in the workplace and not tolerate any bullying and harassment within your team.

ENABLE SUCCESS Ensure that your people have what they need to do their best work and manage key events during their time here well.

In addition to these foundational expectations, it is important that as a leader you are embodying and encouraging the Waka Kotahi values and behaviours.

The value you will bring

As well as your leadership attributes, you will need to bring your 'know how':

Knowledge and experience:

- Demonstrated experience in a leadership role, preferably in a regulatory environment
 - Comprehensive understanding and experience of the regulatory and compliance requirements of the New Zealand transport system
 - Proven experience in leading high performing teams in an operational environment
 - Strong understanding and experience of systems auditing and interventions
 - Proven experience in leading, influencing and building credibility across a range of stakeholders
 - Experience with managing financial delegations and meeting budget requirements
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Qualifications:

- Tertiary qualification in a relevant discipline, or equivalent experience in a regulatory environment

New Zealand Certificate in Regulatory Compliance (Core Knowledge) or equivalent desirable.

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tiknga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector.

To learn more about what we do visit www.nzta.govt.nz