



## Position Description

<b>Title:</b>	Compliance Support Officer
<b>Group:</b>	Regulatory Services
<b>Reports to:</b>	Team Manager, Revenue Compliance
<b>Band:</b>	13
<b>Date:</b>	September 2021

### Context

Our purpose	<p><b><i>Waka Kotahi. Moving. Together.</i></b></p> <p>A land transport system connecting people, products and places for the thriving Aotearoa.</p>
Group and team purpose	<p>As the lead regulator for land transport our purpose is to ensure that the system is safe, efficient, effective and operates in the public interest. Safety is a top priority for Waka Kotahi and we, as Te Rōpu 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). Being a real-world regulator means we take a systems view that is focused on improving safety outcomes and reducing harm, we work to understand why people behave the way they do and are pragmatic in how we respond, we encourage and educate to support people to comply and enforce compliance when necessary.</p>
Position purpose	<p>The Commercial Licensing and Revenue Team has three primary functions: entry into the commercial transport system, the integrity of our revenue streams, and the administration of the Clean Vehicles Schemes. Our work helps to fund the Government's investment in safer roads. We do this by protecting the integrity of the land transport revenue streams we regulate – collectively worth around \$3.6 billion annually – and our compliance activities help to create a safe and even playing field for all New Zealanders.</p> <p>The Revenue Compliance Team is made up of specialist auditors, investigators and compliance professionals with specialised and advanced knowledge in regulation and compliance. The team works on the front-line, delivering a long-term Road User Charges Compliance strategy that will reflect good, modern, regulatory practice, drive resource efficiencies, and significantly reduce an estimated 15% (\$300 million) of non-compliance.</p>
Position purpose	<p>The Operational Support Officer role aims to promote and maintain excellent service to internal and external stakeholders, high standards of communication and attention to detail. You will be responsible for the coordination and management of the workload of the Revenue Compliance team, supporting the caseloads of each member of the team to ensure the effective, efficient and organised administration of the audits and investigations.</p>

This is a crucial role in the overall land transport regulatory system; working with specialists, to deliver an effective and enhanced regulatory function, that is strongly aligned with Tū ake, tū māia, our Regulatory Strategy.

## Key relationships

### Internal:

- Commercial Licensing and Revenue
- Safer Commercial Transport
- Regulatory Services Group
- Customer Service Centre
- Corporate Support - Legal

### External:

- General public
- Regulated party's
- Industry groups
- ERUC providers
- Government agencies

## Dimensions

### **Location:** Flexible

## 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:

- Participate in activities that deliver on our strategic direction, business plan initiatives, aligning with Tū ake, tū māia, our Regulatory Strategy, underpinned by Te ao Maori principles of whakapono, manaakitanga, kotahitanga and whanaungatanga
- Effectively prioritise work volumes in accordance with service level agreements to ensure agreed deliverables are met
- Update and maintain the integrity and accuracy of systems and databases to give effect to the intelligence key capability shift outlined in Tū ake, tū māia
- Coordination of general administrative tasks by supporting the Compliance Officers, Team Managers and Manager to work efficiently
- Undertake data entry of raw assessment data on behalf of the Revenue Compliance Officers
- Identify and escalate significant risks/issues to the team or manager in a timely manner; seeking opportunities to promote the Transport Agency and/or Regulatory Services by personal carriage
- Find workable solutions to ensure the effective administration of compliance activities
- Connect with wider business and interested parties to facilitate open communication and discussion across Waka Kotahi to ensure a joined up, cohesive approach to operational activities
- Actively engage in a positive, inclusive and energetic culture that aligns with the Commercial Revenue and Licensing charter; contributing to it being a great place to work and a place that attracts and retains great people

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- Promotes Waka Kotahi Strategy, Tū ake, tū māia and the Commercial Licensing and Revenue Business Plan and facilitate their own and their team's alignment to Waka Kotahi's goal to reduce road deaths and serious injuries.

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.

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<b>Values and Behaviours</b>	Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.
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**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 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 perspectives 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.

More information on all the behaviours and standards are included in the Waka Kotahi Code of Conduct.

#### The value you will bring

	<p><b>Knowledge and experience:</b></p> <ul style="list-style-type: none"><li>• Proven experience in an administrative role supporting technical and operational people with the ability to multitask, prioritise and work under pressure</li><li>• Ability to navigate multiple software systems</li><li>• High level of computer literacy across Microsoft Office Suite at a minimum</li><li>• The ability to work autonomously and seek guidance when needed</li><li>• Good verbal and written communication skills</li><li>• Commitment to understanding the needs of our business</li><li>• Excellent time management and coordination skills</li><li>• Strong work ethic and excellent attention to detail</li><li>• The ability to demonstrate consistency, reliability and flexibility</li><li>• Resilience to a changing work environment</li></ul> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"><li>• Comparable and relevant experience</li></ul>
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