



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Customer Delivery Manager
Group:	Transport Ticketing & Payments
Reports to:	TTP Operations Manager
Band:	18
Date:	June 2024

Context

Our purpose

Waka Kotahi. Moving. Together

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

Group and team purpose

The National Ticketing Solution (NTS) is a single ticketing solution for public transport (bus, rail, and ferry) across New Zealand through collaboration between Public Transport Authorities (PTAs) and Waka Kotahi. The solution will be a next generation, single, national, public transport ticketing and payment solution that will transform the customer experience and create a flexible, modern, fit-for-purpose system.

Transport Ticketing and Payments (TTP) is a shared services function established within NZTA to deliver the National Ticketing Solution on behalf of the NTS Participants (PTA's and TO'). It will be managed by NZTA, with oversight from a central governance board representing all NTS public transport partners.

The TTP function will provide:

- Day-to-day management of the National Ticketing Solution (NTS) operations, including support for Public Transport Agencies (PTAs)
 - Management of supplier contracts and relationships (Cubic, Mastercard, Activata, ASB, and OneNZ)
 - Support for ticketing and payment queries for customers using the NTS
 - Assurance for the overall integrity of the NTS and the provisions of the Partnership Agreement (P2) between the NTS partners.
-

Position purpose

Primarily responsible for the successful operation of TTP Service Delivery for their region using a customer centric approach. This is a critical client-facing role designed for a relationship centric individual, who will be an advocate for TTP products and services.

The TTP Customer Delivery Manager oversees the key Service Management functions within NTS services that enable the delivery of a high-quality service to the PTA's and end users, and to ensure Service Support and Service Delivery processes are in place to meet business needs. This position is a stakeholder facing role, and requires that you establish and manage expectations within the business and drive the aggregated team to achieve those expectations to a high standard

Key relationships

Internal:

- NZTA Digital Teams
- TTP Leadership
- NZTA Customer and Services Team

External:

- PTA's
- Cubic
- One.NZ
- FSP's

Dimensions

Location: Christchurch, Wellington, Auckland

What the position involves

Accountabilities

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

- Manages the day-to-day operational engagement with the PTA's. Acts as the primary contact for the PTA's in their region and keeps them informed during incidents and events.
- Engages with NTS Vendors and keeps them informed during incidents and events as required.
- Coordinates activities across multiple participants to deliver required customer outcomes (either PTA or Traveller) by orchestrating key communications, changes and services between the key entities
- Supports national priority 1 responses ensuring effective communication to stakeholders and participation in post incident reviews
- Manages the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
- Monitors, controls and manages service delivery; ensuring systems, methodologies and procedures are in place and followed
- Maintains a strong knowledge in SLA timeframes and definitions between TTP and Cubic, FSP's, PTA's and Service Providers, and monitors operational performance against SLA's
- Manages all predefined, partner-initiated (PTA or TO) service requests.
- Oversight of PTA Service Request Pipeline, support with NTS Rules/National Alignment and navigation of Service Requests
- Maintains high performing service support functions including the TTP Service Desk and Contact Centre
- Lead the effort across all providers to ensure that TTP, NZTA and 3rd party services and resources are all aligned to good practices (ITIL), enabling successful service delivery outcomes for the PTA's and travelling customers.
- Provides input into the Service Management strategy and drives operational excellence across all service providers and customer groups.
- Reviews performance reports of the services provided with assigned customers
- Drives ongoing customer satisfaction, in line with agreed SLA and OLA metrics aligned with appropriate aggregated measures and reporting
- Champion Service and Support in projects and developing a strong understanding of projects impacting your service area and ensuring service impact is minimised and agreed
- Responsible for the quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems
- Accountable for internal and third-party service review meetings covering performance, service improvements, quality and processes
- Identifies and leads continuous improvement initiatives

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), Whakaponu (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 public service 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 āiane, 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 hapori, 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.

The value you will bring

Knowledge and experience:

- Able to demonstrate the ability to undertake the above responsibilities
- A passion for Service Improvement
- Experienced Service Management professional
- ITIL Qualified and Expert knowledge of ITIL disciplines
- Previous experience as a Team Lead or demonstrable experience in leading virtual teams
- Experience of managing 3rd parties and 3rd party delivered services as an aggregator
- Service Management or Support in a large-scale and diverse environment of incident management, escalation procedures and related disciplines
- Excellent leadership and people management skills
- Excellent written and verbal communication skills
- Willingness to support and mentor junior staff
- Excellent customer facing/customer service skills
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self-motivation and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily tasks

Qualifications:

- Tertiary qualification in a relevant discipline an advantage
- ITIL Qualified and expert knowledge of ITIL disciplines

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga 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