



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	System Manager - Maintenance and Operations – Lower South Island
Group:	Transport Services
Reports to:	Regional Manager – Maintenance & Operations
Band:	20
Date:	May 2023

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for a thriving Aotearoa.
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Group and team purpose	<p>Transport Services is an end-to-end business group that focuses on our transport system – from policy and planning, through design and delivery, to maintenance and operations. We have some of the most capable and motivated people in the industry providing a transport system that enhances the way New Zealanders live, travel, work and connect.</p> <p>We keep the transport system operational and optimised to meet the needs of all New Zealanders</p> <ul style="list-style-type: none"> • We ensure the transport system can always be relied upon to provide safe, accessible and resilient journeys • We know what’s happening across the transport system and are constantly responding to any impacts on user journeys • We have strong and trusted relationships with local communities and stakeholders and work together to ensure the transport system meets the current needs and future ambitions of the region
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Position purpose	The purpose of this role is to work with Agency partners, to manage and maintain the road network in line with customer levels of service to provide Waka Kotahi customers with a seamless experience on the transport system.
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Key relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Regional Managers, National Managers and Direct reports • Maintenance & Operations Business Group • Transport Services • All other business groups <p>External:</p> <ul style="list-style-type: none"> • Government Agencies
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- Central Government transport sector agencies
- Local authorities/Road Controlling Authorities
- Hapu / Iwi
- Network Outcome Contract Suppliers
- Industry sectors

Dimensions

Size of business unit:	115-120 FTE shared across all regions
Direct Reports	5 staff FTEs
Indicative budget scope:	M&O = ~\$40M/annum + variable Emergency Works
Delegations:	Refer to the NZTA Delegations Register
Location:	Region dependant – Dunedin

What the position involves

Accountabilities

Key Accountabilities:

- Provide Governance, partnership and oversight of all maintenance activities
- Undertake network stewardship throughout maintenance works and activities
- Manage and monitor performance across all maintenance activities on state highways in the region to achieve our national SPE measures
- Lead the planning of the forward maintenance work on state highway networks co-ordinating with System Design and Infrastructure Delivery for end-to-end lifecycle products
- Ensure the delivery outcomes and technical support to local Land Use Development process (LUDs) working with Design
- Manage Incidents and Emergencies, including Response, Recovery and Preparedness
- Manage Maintenance & Operational (M&O) related communications and engagement as a strong transport advocate, with support and assistance from the Engagement and Partnerships group
- Manage resolution of network and maintenance enquiries and complaints
- Manage quality control/review of maintenance and relevant construction and utility related activities
- Accountable for financial monitoring, moderation and budget outcomes.
- Accountable for programme development and delivery including programming, forecasting
- Lead the Health and Safety culture of your team.
- Maintain successful relationships with Councils, partners and key stakeholders to ensure successful M&O transport outcomes are achieved

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.

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

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:

- Senior leadership experience and expert knowledge of system solution design and delivery in a large complex organisation
 - Proven record of working within transport network systems and standards
 - A comprehensive understanding of New Zealand land transport and resource management legislation
 - In-depth experience in working across the full delivery lifecycle
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Qualifications:

- Tertiary qualifications at preferably post graduate level in a relevant discipline or equivalent experience

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