

Metro Customer Care Trainer

Horopaki | Context

Kaunihera Taiao ki Waitaha/Environment Canterbury is the Regional Council for the largest region in Aotearoa/New Zealand. We are committed to working in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The future environmental and political context affecting Waitaha/Canterbury means that Kaunihera Taiao ki Waitaha/Environment Canterbury's response to work delivery will need to be adaptive into the future, with regulatory changes, and environmental changes driven by climate change.

Our mahi/work focuses on the delivery of three core services to the Waitaha/Canterbury community: (Environmental Regulation and Protection; Community Preparedness and Response to Hazards; and Public Transport) and we are guided by our strategic pou of:

- Putting the community and our customers at the heart of everything we do;
- Growing our relationship with mana whenua into a true partnership;
- Maturing our governance model and understanding of our political environment;
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values of Kaitiakitanga/Stewardship, Pononga/Integrity, Manaakitanga/People First, Whanaungatanga/Collaboration, and Māiatanga/Can Do.

Aronga | Purpose

The purpose of this role is to plan, design, implement and deliver training programmes in collaboration with the Team Leader and Hub Leads at Metro Info. This includes:-

- Assessing, moderating and mentoring staff, providing training delivery to ensure agreed standards are met
- Ensuring learning and development is aligned to and promotes our public transport strategic goals through building patronage and advocacy through strong customer care “
- Ensuring the delivery of customer experience is actively engaging and inspires confidence and service excellence

Ngā Haepapa | Accountabilities

- Design, schedule and deliver an on-going training programme for both new and existing members of the Metro Info team to ensure skills and knowledge are relevant, up to date, in line with our service standards and to meet the needs of the business
- Design and delivery of customer care training to members of the wider public transport team and customer facing staff within Metro Operators as required

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- Assess quality of service delivery and evaluation of individual performance, plan individual training packages based on evaluations
- Identify improvement opportunities to provide targeted training and coaching
- Ensure training is delivered using best practice adult education principles, developing training materials and other learning and development resources
- Monitor effectiveness of all training through participant feedback and quality monitoring evaluations
- Responsible for ensuring accurate training records are kept and maintained

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to the achievement of Ngāi Tahu cultural and environmental aspirations, including but not limited to, Mahinga kai, and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution so these can be considered in mahi programme development and prioritisation.
- Demonstrate an openness and courageousness in approach to issues and co-design of processes and systems supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Waitaha Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability and for the conscious planning and alignment of work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

Kaunihera Taiao ki Waitaha/Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety, and wellbeing very seriously. In order to meet the legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies, guidelines, including the code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge on best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

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Hononga ā-mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to the Metro Info Team Leader to provide the delivery of quality training programmes for the Metro Info Team utilising defined systems and processes
- Close working relationships with Hub Leads to identify training needs for the team and provision of information to Hub Leads
- Regular engagement with the wider Public Transport Section to support project initiatives and identify team training needs.
- Regular liaison with Public Transport Contractor and Delivery Lead to ensure seamless operator engagement on relevant matters.
- Partnership with Learning and Development Team to understand organisational training programmes and target specific programmes accordingly.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability and for the conscious planning and alignment of work to support organisational cultural capability across all aspects of delivery.

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Waitaha Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- To be involved with training institutions to continually develop best practice in regard to training and development opportunities for the team
- Liaison with Metro Operators on training and delivery for bus drivers and other customer facing staff, both in an advisory and delivery capacity.

Ngā Herenga Motuhake | Special Conditions

As a regional council, Environment Canterbury has special requirement to provide a civil defence function for Waitaha (Canterbury). Any kaimahi employed by Environment Canterbury will be required to be available to assist, support or be associated, as reasonably required, with an emergency under Civil Defence or any exercise that might be organised in relation to this council function.

Additionally, all kaimahi would be expected to assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Māngai Whakahaere | Delegations and Authorities

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Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- Education to a minimum of NZQA Level 5 and relevant experience gained within a training/teaching or customer environment
- NZQA Unit Standard level 5 NZ Certificate in Adult and Tertiary Teaching or similar

Mātau ā-wheako | Experience

- 6 years in a customer service environment with a minimum of 2 years with accountability for developing others and/or supervisory experience
- Strong teaching abilities and mentoring skills
- Practical experience in dealing with a diverse range of people
- Excellent communication skills
- High level of literacy and financial accuracy
- Confidence in working with technology and databases

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the team member level sit beneath each of the following organisational competencies. To identify the competency expectations at this level view the competency framework in the P&C Kete.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities

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and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Metro Info Trainer will be required to accept and carry out other duties.

Band / Grade	Last Updated	Position Code
4/13	March 2025	SERVMST.046

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name: _____

Waitohu | Signature: _____

Rā | Date Signed: _____

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