

Public Transport – Operational Delivery Lead

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

To lead the delivery of Public Transport non-standard operational services, ensuring successful delivery in line with organisational and community requirements, and to enable the delivery of scheduled services, including optimising current operations and problem resolution.

Ngā Haepapa | Accountabilities

- Recommend, plan, design and deliver Public Transport non-standard operational services such as safety teams, cruise ships and events.
 - Identify, procure and deploy necessary resources to deliver initiatives as required.
- Investigate, review, design, develop, make recommendations and implement improvement initiatives for Public Transport non-standard services in response to feedback from stakeholders and for business improvement purposes.
- Provide advice and partner with our contract specialist for contract negotiation and lead management activities to ensure effective, efficient, and value-driven delivery of public transport non-standard services. Lead and provide advice on procurement decisions that ensure service delivery in a cost effective manner that meets operational requirements, and complies with relevant policies, procedures, and regulations.

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- Work closely with cross-functional teams, stakeholders, and external partners to ensure timely, high-quality outputs while maintaining cost-effectiveness and continuous improvement.
- Monitor and report on budget and service performance outcomes to ensure that initiatives are delivering intended outcomes and are value for money for our community.
- Write and prepare papers, presentations briefings and other relevant communications, making recommendations and providing advice to management and Council on the relevant stages of initiatives.
- Undertake risk assessments, develop health and safety plans alongside key stakeholders to ensure that our operations are delivered in a manner which minimises risks for customers, contractors and kaimahi.
- Work in partnership with key stakeholders to ensure co-ordinated delivery of initiatives.
- Mentor and coach junior members of the team to upskill, share knowledge and enhance the delivery for Public Transport operations.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to the achievement of Ngāi Tahu 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 rohe/Canterbury region 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:

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- 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.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Reporting to Manager, PT Operations to ensure delivery on the accountabilities of the role.
- Close working relationships with the Customer Experience Team and Team Leader – Operations to ensure that operations are seamlessly integrated with the wider team functions.

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Waitaha rohe/Canterbury region and Te Rūnanga o Ngāi Tahu.
- 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.
- Develop close working relationships with:
 - PT operators to gain knowledge of their inner workings to enable informed decision making and cooperative solution development.
 - Other contractors responsible for supporting PT to enable open and honest conversations and partnering approaches to enable successful delivery
 - Key members of Territorial Authorities with responsibility for PT infrastructure to enable swift resolution of issues and trade-offs between impacts and mitigations.

Ngā Herenga Motuhake | Special Conditions

- The role will require working outside of normal office hours as dictated by the initiatives that are being delivered. For example, event services will require late night working, weekend working and working on public holidays.
- As a regional council, Kaunihera Taiao ki Waitaha/Environment Canterbury has special requirement to provide a civil defence function for Waitaha/Canterbury. Any kaimahi/staff employed by Kaunihera Taiao ki Waitaha/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/staff would be expected to assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated

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Māngai Whakahaere | Delegations and Authorities

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

- A Tertiary qualification in transport planning, event management or related discipline, or the equivalent in practical on the job experience.

Mātau ā-wheako | Experience

- 5 years' experience in in a similar role.
- Experience of delivering bus operations for events or ad-hoc services
- Experience in problem solving and planning for the delivery of new / un-scoped initiatives.
- Experience in preparing evidence-based reports, presentations and papers for senior management and / or Councils / Boards.
- Strong communication skills and ability to think critically and identify data sources that can be used to inform decision making
- Flexibility, adaptability and the ability to deal with ambiguity.
- Competence in the use of Microsoft Word, Excel and Powerpoint.

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.

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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 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 Public Transport – Operational Delivery Lead will be required to accept and carry out other duties.

Band / Grade

5/14

Position Code

SERVMST.048

Last Updated

April 2025

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

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed:

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