

## Northland Transportation Alliance Manager

The purpose of this role is to lead the Northland Transportation Alliance (NTA) partners, to manage and maintain the local transportation networks including roads, cycleways and buses as determined by the customer to provide all users with a seamless experience on the Northland transport system.

Note: The employer of record of the NTA Manager is the Chief Executive of the Whangarei District Council, however, the activities of the NTA are overseen by the NTA Leadership Group(ALG) which brings together the Chief Executives of the Northland Councils and a senior representative of NZTA

### Our tikanga

I am professional and accountable.

*He tangata tōtika me te ngāio.*

I am a positive team player.

*He tangata tino pai rawa mō te tīma.*

I act with integrity and respect.

*He tangata whakaaute me te tika.*

I do my job. I do it well. I'll be my best for my community, my team and myself.

*Ka mahia e au tōku mahi. Kia pai. Ka tino pai rawa ahau, mō te hapori, mō te tīma, mōku ake hoki.*

### Mission – Auaha

Creating the ultimate living environment.

*Auaha mutunga kore o te ao tūroa.*

### Vision – Tirohanga

To be a vibrant, attractive and thriving district, by developing sustainable lifestyles based around our unique environment, the envy of New Zealand and recognized worldwide.

*Ka kitea te lhi, te ātaahuatanga, kia anga mua tonu ngā mahi ki roto i tō tātou rohe. Kia pūmau tonu te ahurei o te Tai Ao, i te taha moana. Ka āhua kōhaehae te titiro mai o te ao whānui ki a Aotearoa.*

### Our expectations

As part of the Whangarei District Council and the NTA we want to work as a team to deliver the best outcomes for our region. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Alliance team, and
- deliver our services in a way that is best for the region (as opposed to best for the councils).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Manager – Northland Transportation Alliance – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the region.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as an Alliance; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Lead the development of the organisation culture within the NTA, building teams and sound business systems and practice
- Ensure a seamless transition into the new management contracts, retaining a high performance culture and continuing to deliver operational excellence
- Anticipate opportunities and threats and take action to prepare the business and manage risk
- Ensure projects and work streams are managed effectively to meet appropriate timeframes
- Lead the development of effective relationships with all participants in the NTA, respecting the needs of each
- Work with Councillors to develop proposed outcomes for Northland and the Alliance members
- Work with all partners to develop a Business Plan for the NTA, articulating the objectives and steps to achieve them.
- Contribute to the LTPs of all partners
- Develop practices to facilitate engagement across all the participants in NTA, identifying areas for collaboration, research and development
- Develop SLAs for each client and ensure services are delivered in accordance with those agreements
- Develop and maintain effective monitoring and reporting processes to demonstrate the NTA is meeting its obligations under its SLAs
- Ensure Regional collaboration initiatives are well conceived, have buy in from key stakeholders and are demonstrated over time to deliver value to Northland
- Empower Managers and staff to make the right decisions for ratepayers and residents
- Meet the financial targets agreed in consultation with the manager and achieve best value for money.
- Provide sound advice from appropriate legislation to the ALG and team members on changes, internal and external, which affects the area of responsibility.
- Continually monitor and improve systems, methods, efficiency and the quality of services provided to customers.
- Ensure that future demands on the group are anticipated and planned for where possible.

## What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace learning and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

## Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

## Health and safety

- Leads and supports a culture of, "Being safe, home safe"
- Leads and supports health initiatives
- Ensures legal compliance that provides a safe workplace
- Adhere to all Council Health & Safety policies, procedures and guidelines.

## What you will bring

- 10 years leadership experience with at least 3 years in a senior management role
- Experience in change management, organisational development or similar
- Degree or post graduate qualification in Engineering or related discipline
- Strong financial management, budgeting and planning for infrastructure programmes
- Political nous
- Ability to prioritise, making use of well-developed risk management skills

- Senior management experience in stakeholder relationships in a complex operating environment
- Advanced communication, negotiation and influencing skills
- Proven leadership ability with a record of managing for the achievement of outcome based results and change
- A visionary strategic thinker
- Experience within the public sector managing expectations of a wide range of stakeholders such as elected members (local and national) iwi, government departments and public interest groups

## Delegation

### Financial responsibilities

\$250,000

