



Position Description – Transportation Support Coordinator

This position reports to: Transportation Delivery Manager **Career Level: 11**

Position purpose:

As a member of the Transportation Delivery Team, the Transportation Support Coordinator is responsible for providing administrative support, along with supporting, developing, and managing business improvement processes. Working as a valued member of the team the Transportation Support Coordinator will enable team members, and other operational teams, to ensure they are able to provide efficient and effective delivery of the processes required of them.

The position is responsible for a range of processes and permitting which provides a varied workstream of tasks that will allow you to manage your own work delivery to ensure timelines are achieved.

This position also provides opportunity for personal development with appropriate in-house and external delivered training available, encouraged and supported.

The key areas of responsibility include;

Administration and Customer Service	<ul style="list-style-type: none"> • Triage, distribute and manage, timely responses to the correspondence received through the Transportation email inbox including Service Requests, and both internal and external communications, with major focus on customer care. • Maintain filing and records system relating to individual projects, service requests and contracts. • Provide administration support to other members of the Transportation Delivery Team as required. • Provide advice to Administrators in the wider Operational Delivery Team. • Prepare and issue letters or written notices relating to issues/obstructions located within the road network. • Manage 'Licence to Occupy in the Road Corridor', requests.
Process Improvement	<ul style="list-style-type: none"> • Support and drive process and procedural improvements for the Transportation Delivery Team. • Assisting in the conceptual pre-planning, scoping exercises, and business case development for potential and approved projects.
Land Information Memorandum Reports	<ul style="list-style-type: none"> • Update LIM requests with relative information required with regard to roading and refuse.
Road Naming	<ul style="list-style-type: none"> • Coordinate and manage the road naming process by liaising with developers, local Runanga (where required), Land Information NZ and Council.
Property numbering (Addressing)	<ul style="list-style-type: none"> • Coordinate and manage the addressing of new subdivisions, new builds, and address updates within the district, including liaison with affected organisations.
Submission of reports to Council	<ul style="list-style-type: none"> • Manage requests relating to Temporary Road Closure requests for Events and Road Naming. Complete and submit these requests to Council for approval.

Stock Underpass applications	<ul style="list-style-type: none"> Manage applications for construction of stock underpasses with applicants and colleagues within council to ensure timely response is delivered in conjunction with Councils current Stock Droving Bylaw.
Stock Droving Consents/Permits	<ul style="list-style-type: none"> Manage applications for one off and regular stock droving activities with applicants and colleagues in conjunction with Councils current Stock Droving Bylaw.
Bridge restriction notifications	<ul style="list-style-type: none"> Collate information, provide to external parties and advertise publicly, data provided by others in relation to restricted use of bridges where identified.
Website Updates/Approvals	<ul style="list-style-type: none"> Edit and update transportation specific web pages with up-to-date information and ensure published data is up to date.
Cost recovery	<ul style="list-style-type: none"> Prepare correspondence relating to cost recovery for damage to roading assets as requested by the Road Maintenance Engineer.
Additional responsibilities	<ul style="list-style-type: none"> Undertake duties that are within the broad scope of the role and may be assigned from time to time.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a consistently high standard
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Be a good human

Be brave – think differently

Better together

Make it happen for Selwyn



Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
 Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • 5+ years' experience in related administration/support role • Experience in Local Government or public sector business environment • High level of digital literacy • Ability to analyse numerical and verbal data, and all other sources of information • Able to break information into component parts, patterns and relationships as well as understanding of how one issue may be a part of a much larger system • Adaptable and flexible • Probe for further information or greater understanding of a problem • Make rational judgements based on the available information and analysis and produce workable solutions to a range of problems • Confidentiality and discretion • Exceptional eye for detail and accuracy skills • Collaborative and a team player 	<ul style="list-style-type: none"> • Experience working within the roading sector • Business relation contacts with other Local Government entities and network relationships • Experience utilising automated tools for documenting and diagramming functional requirements • Skilled in assessment of behaviour patterns in statistical systems • Experience working in a customer focused environment • Experience working within a sharepoint data storage environment • Experience working within the public sector of Transportation

Key relationships

External	Internal	Committees/groups
Council customers	Mayor	Committees of Council
Selwyn residents	Chief Executive	Business organisations and networks
External contractors	Executive Leadership Team	Special interest groups and committees
Consultants	Elected Councillors	
Local Iwi	Elected Community Board Members	
Major Stakeholders	Council staff	
Territorial and Regional Authorities		
Government Agencies (incl Waka Kotahi, MoE, Police, MPI, MfE, LINZ)		
Non-government agencies		

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none">NCEA Level 3/UE	

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.