

Corridor Access Specialist

To provide corridor access services for the Whangarei district and its internal and external clients.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, 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 Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

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.

Corridor Access Specialist – 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 district.

We're continually looking at better ways 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 a group; 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

- Ensure smooth operation of the administration and management of the Corridor Access Requests (CAR) systems.
- Evaluate and process Temporary Traffic Management Plans (TTMPs) for suitability.
- Set reasonable local and special conditions and Issue Work Access Permit (WAP) for CAR requests.
- Coordinate auditing of TTM controls on permitted work sites.
- Identify and inform clients of any non-conforming work.
- Process Work Completion Notice (WCN) to start Warranty Period.
- Monitor completed work during Warranty Period.
- Process "Completion of Maintenance Notice" and closure of the CAR.
- Process Road Closure requests and advise Road Closure Notices (RCN).
- Provide sound advice from appropriate legislation to the Road Controlling Authority (RCA) and team members on changes, internal and external, that affect the area of responsibility.
- Continually monitor and improve systems, methods, efficiency and the quality of services provided to customers.
- Liaison with other teams, business units and external organisations, including regulatory authorities as required.
- Working effectively with contractors, suppliers and professional service providers.

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 training 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

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Site Traffic Management Supervisor (STMS) Level 1 or 2/3NP.
- NZCE or equivalent in Civil Engineering or 2+ years' practical experience in Temporary Traffic Management (TTM) and/or the Corridor Access Request (CAR) process.
- Temporary Traffic Management Planner qualification will be an added advantage.
- NZ full clean driver's licence.
- Conversant with NZ Guide to Temporary Traffic Management.
- Understanding of the Health & Safety at Work Act 2015.
- Conversant with National Code of Practice for Utility Operators' Access to Transport Corridors.

- Roading maintenance, construction and site traffic management knowledge.
- Skills in B4udig and/or RAMM Submitica Control.
- Effective communicator – both verbal and written.
- Negotiation and liaison skills to deal with issues and challenges related to internal and external partners.
- Proficient in Microsoft applications: Word, Excel, and Outlook.

Delegation

Financial responsibilities

