

Vehicle Inspection New Zealand Limited

JOB DESCRIPTION

Job title

Branch Manager

Purpose

Effectively and efficiently manage VINZ site operations to optimise productivity and thereby business profitability. Through skilful leadership and management of staff and resources, combined with business acumen and knowledge of the industry and its customer base, the role will deliver on planned business objectives as agreed with the Regional Operations Manager (ROM).

Specific duties and responsibilities

Manage Operational Delivery

- Manage site operations to meet business objectives and contractual commitments to stakeholders, including Waka Kotahi.
- Ensure service delivery meets customer expectations and legal obligations.
- Implement the business plan to achieve financial and customer targets.
- Actively manage key account relationships.
- Ensure compliance with company policies and safety standards.
- Promote business best practices and innovation.
- Manage, coach, and guide direct reports.

Site Management

- Maximise productivity, cost-effectiveness, and timeliness.
- Communicate regularly with site supervisory staff.
- Ensure sites are compliant with all aspects of the contractual relationship with Waka Kotahi.
- Monitor and record workflows to secure adequate resourcing.
- Ensure all company policies, procedures, and internal service standards are adhered to.
- Compile and submit monthly reports to the ROM.
- Review and advise the GMO, ROM and Technical team of any Waka Kotahi site audits. Take remedial action where required in conjunction with ROM and the Technical team.
- Contribute to company service delivery improvements.

Team Leadership and Staff Management

- Ensure adequate staffing through planning and rostering.
- Build multi-skilled, flexible teams.
- Manage staff effectively, following HR best practices.
- Complete recruitment, selection, and staff management with the support of the ROM.
- Provide comprehensive employee inductions and ongoing performance management.
- Ensure all staff training is up to date.

Financial Management

- Meet financial targets as per Operations Business Plan.
- Control expenditure and income.
- Manage accounts payable, invoicing and credit control.
- Monitor slow-paying debtors and take appropriate action in consultation with the ROM.

Sales and Marketing

- Manage account relationships and promote the company brand.
- Work with the ROM to meet marketing objectives.
- Secure new clients through active networking.
- Liaise regularly with key customers to foster and maintain regional contacts.

- Track and record market trends and seek growth opportunities.

Health, Safety, and Wellbeing

- Ensure compliance with Health and Safety policies.
- Promote a safe and healthy work environment.
- Liaise with the Health & Safety Specialist.
- Maintain health and safety records.
- Report work-related accidents.
- Administer accident claims.
- Keep the ROM informed of health and safety matters.

Personal Development

- Continuously acquire new knowledge and skills.
- Apply new knowledge for self-development and business improvement.
- Review personal development annually in consultation with the ROM.

Discretionary Decision Making

- Follow policy and process in decision-making.
- Handle day-to-day decisions impacting legal compliance and company reputation.
- Make informed, evidence-based decisions aligned with company policy and objectives.
- Keep the ROM informed on decision making.
- Provide detailed, research-based recommendations when final decision making authority lies with the ROM.

Skills, experience & education

Essential:

- Trade or allied trade qualification (i.e. diesel mechanic, automotive technician, or other relevant trade).
- 9+ years automotive trade experience.
- Proven management or supervisory experience.
- Knowledge of vehicle inspection and relevant legislation.
- Sound knowledge of Risk Management and its application.
- Self-motivated and adaptable.
- Strong communication skills.
- IT, digital, and analytical skills.
- Exceptional relationship management.
- Organisational skills.
- Business acumen.
- Performance management skills.

Desirable:

- Experience leading a team of vehicle inspectors or similar across dual or multiple sites.
- Level 4 - NZ Certificate in Business (First Line Management) or other relevant tertiary qualification.
- NZTA Authorities, or the ability to obtain.

General duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.

- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.