

Position Description

Position Title:	Network Operations and Roothing Manager
Reports To:	Manager – Transport and Roothing
Responsible For:	4 Direct Reports
Group and Team:	Consenting and Environment – Transport and Roothing
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To lead the safe, efficient and reliable day-to-day operation of Council's roading network and associated services. The position is accountable for network operations, including public transport, operational engineering leadership, contractor performance, contract delivery, corridor management, service levels, incident response, quality assurance and continuous improvement, to ensure roading services are delivered effectively and in alignment with Council's transport objectives.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Team Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Network Operations and Service Delivery

- Oversee and manage the team to deliver day-to-day transport network operations and public transport operational services that support safe, efficient and reliable service delivery.
- Provide leadership and strategic direction on significant operational, safety, engineering and network performance matters affecting the transport network.
- Provide technical decision-making and engineering oversight for roading maintenance, operational activities, network safety and service delivery.
- Monitor service levels, operational performance, incidents and network issues, and ensure the team, contractors and service providers deliver timely and coordinated responses.
- Assess network performance, operational risks and maintenance priorities, ensuring appropriate engineering responses are implemented.
- Provide expert operational engineering advice on network condition, safety, maintenance interventions and service performance.
- Ensure operational activities are undertaken in accordance with relevant legislation, engineering standards, codes of practice and council requirements.
- Drive continuous improvement in operational practices, engineering performance, customer outcomes, network reliability and public transport service performance, fostering a culture of technical excellence and innovation.
- Exercise delegated operational engineering authority in accordance with Council's delegations, policies and statutory obligations.

Quality Assurance

- Establish and maintain quality assurance, inspection and audit systems to verify that maintenance and operational works meet required standards, specifications and contractual requirements.
- Implement monitoring and inspection programmes to assess network condition, contractor performance and quality of service delivery.
- Ensure appropriate systems, oversight and resources are in place for defects, non-conformances and performance issues to be identified, investigated and addressed in a timely manner.
- Mentor, coach and develop staff to build technical capability, engineering knowledge and operational expertise across the transport function.

Contract and Service Management

- Lead oversight of contractor and operational contract performance across the transport function, including maintenance and public transport service contracts, by managing the team and service providers to achieve service, safety, quality and value for money outcomes.
- Oversee contractor and service provider relationships, work programme delivery, performance trends, escalation and corrective action processes where expectations are not met.
- Ensure appropriate monitoring, escalation and relationship management is in place so contractors and service providers deliver to agreed service levels, contractual requirements and customer expectations.

Corridor Access and Network Compliance

- Ensure corridor management and network access processes support the safe and compliant operation of the transport network.
- Oversee and coordinate the team's operational responses to traffic management issues, corridor access matters, network incidents, emergencies, severe weather events and service disruptions.
- Act as Council's operational lead for roading emergency response and recovery activities, coordinating internal resources contractors, external agencies and stakeholders.
- Ensure emergency response procedures, contingency plans and operational readiness arrangements are maintained and regularly reviewed.
- Support Civil Defence Emergency Management activities and contribute specialist operational engineering expertise during emergency events.
- Provide leadership in restoring network functionality, ensuring public safety and minimising service disruption following incidents and emergencies.
- Promote compliance with relevant legislation, bylaws, contract requirements and health and safety obligations across operational activities.

Customer and Stakeholder Management

- Build and maintain effective relationships with contractors, public transport operators, agencies, corridor users, customers and internal stakeholders to support coordinated operational delivery.
- Ensure the team, contractors and service providers respond to operational issues, service requests, contractor performance matters and community needs in a timely and professional manner.
- Investigate and respond to escalated public transport and Total Mobility enquiries and issues.
- Represent the operational function in discussions that support service performance, customer experience and practical network outcomes.

Integration Across the Transport Function

- Provide operational engineering input into asset management planning, renewal programmes, service improvements and investment decisions, working closely with transport asset management, strategy and delivery functions to ensure practical and technical sound outcomes.
- Own day-to-day network performance, public transport service delivery and operational outcomes while supporting, but not determining, long-term asset lifecycle and investment decisions.
- Provide practical operational leadership by managing the team and service providers to support coordinated, customer-focused transport outcomes.
- Identify emerging network risks, maintenance trends and operational improvement opportunities through analysis of network performance and condition data.
- Ensure operational decisions are aligned with long-term asset management objectives and network resilience requirements.

- Contribute to the development of operational engineering capability across the wider transport function through technical mentoring, guidance and knowledge transfer.

Financial Management and Reporting

- Oversee monthly operational, programme and financial reporting against approved work programmes, including actual expenditure against budget and variations.
- Oversee monthly reconciliation of claims against the general ledger to ensure expenditure, variations and actual costs are accurately identified, recorded and reported.
- Ensure accurate and timely reporting to NZTA via Transport Online.
- Provide information to the manager to assist with preparing budgets for the Annual Plan and Long-Term Plan within agreed timeframes.
- Prepare and contribute to other reports and plans as required.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A bachelor's degree in civil engineering, transportation engineering, infrastructure management or a related field, or equivalent relevant experience

NZ Full Driver's Licence

Desirable:

Knowledge, Skills and Experience

Essential:

At least 8 years' relevant experience in transport operations, public transport operations, roading maintenance, corridor management, contract management or a related infrastructure operations field

At least three years' experience leading people, including coaching, performance management and work programme oversight

Strong knowledge of transport network operations, public transport service delivery, maintenance delivery, contractor performance management and service level performance

Good understanding of the New Zealand transport operations environment, including relevant legislation, standards, corridor access requirements and local government responsibilities

Strong analytical, problem-solving and decision-making skills in a complex operational environment

Good working knowledge of health and safety, risk management and compliance obligations relevant to transport operations

Strong communication skills, including the ability to provide clear operational advice and present information to a wide range of audiences

Proven ability to establish, manage and maintain effective relationships with contractors, service providers, agencies, customers and other stakeholders to support strong service delivery and performance outcomes

A strong customer and community service focus

Strong organisational and time management skills with the ability to prioritise work, manage competing operational demands and meet deadlines

Good written skills, including the ability to prepare clear and informative operational reports

Competent computer skills, including Excel, Word, Outlook and relevant contract, asset or operational systems

Desirable:

Knowledge of relevant New Zealand local government legislation, bylaws, practices and standards relating to transport operations and corridor management

Familiarity with the NAMS and IPWEA International Infrastructure Management Manual

Demonstrated experience working in New Zealand local government or a comparable infrastructure operations environment

Familiarity with RAMM or similar asset, contract or network management systems

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.