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# Chauffeur

## VIP Transport, Ministerial Services and Secretariat Support

The purpose of the role of Chauffeur, VIP Transport is to provide elite chauffeuring services consistent with established legislative, health and safety, and security standards for entitled persons including the Governor General, Chief Justice, Prime Minister, Ministers of the Crown, senior judiciary, Guests of Government and distinguished international visitors.

* Reporting to: Regional Manager VIP Transport Northern, Central or Southern

Location: Northern, Central or Southern Region

* Salary range: Corporate E

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation. In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work  * Customer centred * Make things even better |
| We’re stronger together  * Work as a team * Value each other |
| We take pride in what we do  * Make a positive difference * Strive for excellence |

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **Chauffeur Duties**   * Provide high quality chauffeuring services consistent with established legislative, health and safety, and security standards to all entitled passengers * Comply with all VIP transport protocol and etiquette standards, demonstrating a customer-centric approach to service delivery, including formulating alternatives for passengers in the case of vehicle breakdown or misadventure * Undertake pre-journey research to ensure familiarity with itinerary and route details. Keep up to date on changes to environmental and/or passenger details as appropriate * Ensure vehicles are groomed, maintained and ready for immediate use at all times, including reporting any damage, defects or other operational issues to Regional Manager VIP Transport * Comply with all VIP Transport Standard Operating Procedures, Chauffeur guidelines and DIA policies, procedures and practices * Understand and comply with current legislative requirements and remain alert to changes to legislation as they affect the transportation sector; openly share this information with VIP Transport colleagues * Maintain accurate records in accordance with legislative requirements and VIP Transport policy * Ensure passengers, luggage, Ministerial courier cases and other items in the chauffeur’s care are secure * Comply with all VIP Transport training requirements (internal and external), actively participating in and contributing to VIP Transport training initiatives, including VCO, health and safety and security training * Carry out airport facilitations as required * Deliver facilitated or un-facilitated motorcade services * Perform other duties as requested, as may be required or requested by managers | * High quality chauffeur services delivered in accordance with established legislative requirements * A customer-centric and professional approach to service delivery * Positive feedback from internal and external stakeholders regarding the range and delivery of services * Informed and highly trained team of chauffeurs; well prepared for dealing with changes in environmental factors and passenger requirements * Back up plans in place * Well maintained and groomed vehicles, ready for use at all times * Accurate maintenance, training and log book records * Airport facilitations are carried out in accordance with VCO protocols and practices |
| **Stakeholder engagement**   * Work with managers and staff within Ministerial Services and Secretariat Support (MaSS), the Branch, and the wider Department * Work with external stakeholders to ensure that the reputation of VIP Transport is maintained * Engage with key internal and external stakeholders, as a subject matter expert, to ensure appropriate solutions to identified transportation issues are developed * Use appropriate and professional communication approaches to present options and/or proposals for consideration * Represent VIP transport, MaSS, the branch and the Department at potentially sensitive meetings | * Positive feedback from stakeholders and evidence of achieving results through collaborative effort * The Department is well represented, and an appropriate contribution is made in cross-government / sector projects and programmes * The interests of the Department are protected and advanced * Reputation of VIP Transport is maintained and enhanced |
| **Risk Management and Security**   * Treat passenger details and all other information with total discretion and confidentiality * VIP Transport business matters are confidential at all times * Ensure a comprehensive and up-to-date understanding of the Department’s security protocols and standards * Identify issues that may have a significant impact on the Minister, MaSS or the wider Department or its reputation, and contribute to risk mitigation strategies, and report and record in accordance with MaSS and the Department’s policy, processes and guidelines * Ensure Regional Managers are fully informed of risks and issues as appropriate | * Passenger and information security is maintained in accordance with the Departments standards and protocols * Risk is appropriately identified, mitigated and managed within the Ministerial Resourcing team and across MaSS * Key risks are reported and recorded according to MaSS and departmental guidelines |
| **Mentoring/Coaching**   * Undertake quality assurance and peer review to ensure all VIP Transport services are delivered to a high standard of care and professional skill * Model the Departments Principles and Behaviours and encourage these actions in others within the team * Assist in the development, mentoring, coaching and training of other staff across VIP Transport * Provide technical leadership, direction and support to Chauffeurs and other MaSS staff where required and appropriate * Assist Regional Managers to identify skill gaps and training opportunities to build individual and team capability within VIP Transport | * High quality and specialist technical expertise and operational leadership applied to the work of the VIP transport team * Feedback is given to others in a constructive and professional manner * A culture of sharing knowledge and experience is maintained and encouraged within VIP Transport * Staff receiving appropriate on the job coaching, mentoring and guidance to help grow and develop professionally |
| **Depot Operations**   * Provide administrative and operational support to ensure the effective and efficient operation of the VIP Transport Depot, including:   + Health and Safety reporting and associated obligations   + Ensure all records are timely, accurate and completed on a daily basis including logbooks and data entry   + Vehicle maintenance   Other duties as required (e.g. Transport liaison management for Guest or Government visits) | * Efficient and effective operation of the VIP Transport Depot to ensure best use of VIP Transport resources * Regional Managers and Operations staff are supported in rostering and work allocation decisions * A collaborative team environment where VIP Transport staff work together and openly share information and experience to cover peak workflow periods * Vehicle maintenance requirements are monitored, completed and recorded in accordance with VIP Transport practice and policy |
| **Health and safety (for self)**   * Work safely and take responsibility for keeping self and colleagues free from harm * Report all incidents and hazards promptly * Know what to do in the event of an emergency * Cooperate in implementing return to work plans | * A safe and healthy workplace for all people using our sites as a place of work * Health and safety guidelines are followed |

|  | | Advise | Collaborate with | Influence | Inform | Manage/  lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done | |
| Internal | Regional Managers VIP Transport | ✓ |  |  | ✓ |  | ✓ |
| National and Regional VIP Transport Operations Coordinators | ✓ | ✓ |  | ✓ |  | ✓ |
| Other VIP Transport Staff |  | ✓ | ✓ | ✓ |  |  |
| Other staff of Internal Affairs | ✓ | ✓ | ✓ | ✓ |  |  |
| External | Designated and entitled VIP Transport passengers, their staff and whanau as appropriate |  |  |  | ✓ |  | ✓ |
| New Zealand Police and other enforcement officers (Customs, Aviation Security, Parliamentary Service security staff, etc.) | ✓ | ✓ |  | ✓ |  |  |
| Other Government agencies, staff and contractors and staff as required | ✓ | ✓ |  | ✓ |  |  |
| Other road users and members of the public |  | ✓ |  | ✓ |  |  |

| Your delegations | |
| --- | --- |
| Human Resources and financial delegations | Level Z |
| Direct reports | None |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Valued Contributor](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Valued_Contributor_v7/$file/DIA_Profile_Valued_Contributor_v7.pdf).  **Keys to Success:**   * Customer Focus * Continuous improvement * Teamwork and peer relationships * Action oriented * Self-development and learning * Functional and technical skills | **Experience:**   * Comprehensive experience carrying passengers in a customer focused and professional environment * Demonstrated experience establishing and maintaining effective relationships with other stakeholders   **Knowledge:**   * Understanding of the political process and the role and place of public service agencies and a commitment to the overall goals and objectives of the New Zealand public services   **Skills:**   * Ability to interpret and apply legislation relevant to the transportation environment * Excellent interpersonal skills – able to influence and engage with senior stakeholders to achieve outcomes * Strong relationship management and networking skills – able to quickly establish, build and maintain effective working relationships including with Maori, Pacific and other migrant/ethnic stakeholders * Strong communication skills – able to communicate with credibly both within and across organisations/sectors * Demonstrated planning and priority setting skills   **Other requirements:**   * Work shifts on a rotational roster * Availability for overnight, national and/or out of town events * Maintain own personal health and fitness to ensure ability to undertake the physical aspects of the role (e.g. loading unloading of luggage and physical dexterity to perform all task safely and effectively * Able to obtain and maintain a confidential level NZSIS security clearance |