

# Job Description

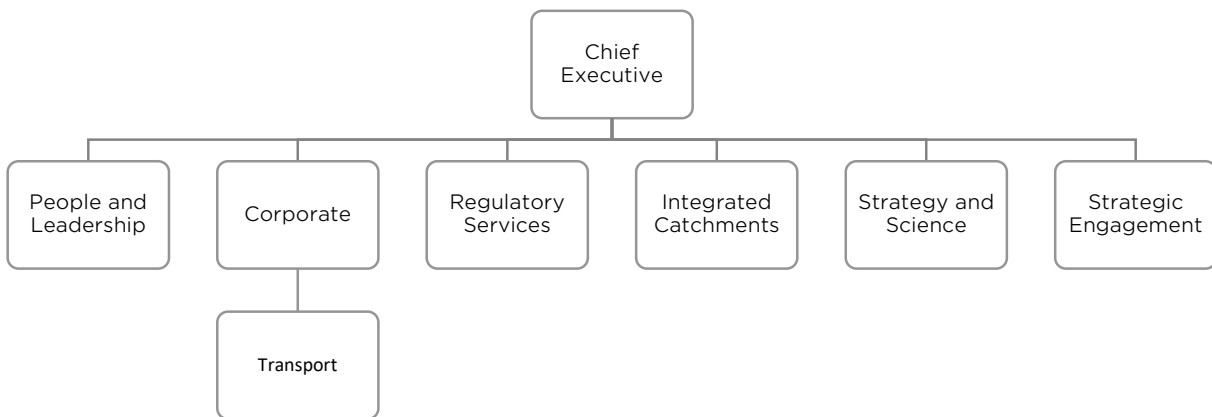


Job title	Team Leader, Transport Support
Group	Corporate
Section	Transport
Responsible to	Manager, Transport Operations
Date	September 2025

## Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together - mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga.
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance.
Partnerships with Māori and Te Tiriti o Waitangi	The Treaty principles and the partnership upon which it is founded are an established part of our local government framework. As Treaty partners, Māori hold a unique role in shaping and contributing to regional leadership and direction.
Our community outcomes	<p>Our community outcomes describe what we're working towards achieving for the Bay of Plenty:</p> <ul style="list-style-type: none"> <li>○ He taiao ora - a healthy environment,</li> <li>○ He hāpori mata-hī awatea - future ready communities,</li> <li>○ Ngā hāpori e honoa ana, e whakamanatia ana hoki - Connected and enabled communities,</li> <li>○ He whanaketanga mauri tū roa - Sustainable development,</li> <li>○ Te Ara Poutama - The Pursuit of Excellence.</li> </ul> <p>Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.</p>

## Our team



## Job purpose

This role exists to provide technical leadership and pastoral care of the assigned team as described in offer documents. The role will lead, coach, and deliver a high-performing team to ensure service plan delivery.

The job exists to lead the team responsible for supporting the delivery of public transport across the Bay of Plenty region. As well as the team leadership function (including resource and process planning and people management) the role also manages projects and leads process improvement initiatives across the Transport function.

## Functional relationships

External	Purpose and frequency of contact	
<ul style="list-style-type: none"><li>Contractors and consultants, as required, in conjunction with the Subject Matter Experts (SMEs).</li></ul>	<ul style="list-style-type: none"><li>Resource Planning.</li><li>Service delivery.</li></ul>	As required
<ul style="list-style-type: none"><li>Community groups, ratepayers, and the general public, as required</li></ul>	<ul style="list-style-type: none"><li>Consultation, alongside SMEs.</li><li>Organise consultation processes, alongside SMEs.</li></ul>	Occasionally
<ul style="list-style-type: none"><li>Peers from other regional councils and/or technical advisor groups as required</li></ul>	<ul style="list-style-type: none"><li>Professional networking in relation to leadership and/or council functions.</li></ul>	Monthly
<ul style="list-style-type: none"><li>Technical or legal professionals</li></ul>	<ul style="list-style-type: none"><li>Providing information and responding to queries in line with expertise.</li></ul>	As required
<ul style="list-style-type: none"><li>Other local and central government authorities</li></ul>	<ul style="list-style-type: none"><li>Provide information and support as required</li></ul>	Occasionally
<ul style="list-style-type: none"><li>Māori stakeholders – internal or external</li></ul>	<ul style="list-style-type: none"><li>Understand requirements and build capability plans and/or resource plans accordingly.</li><li>Provide information and support as required</li></ul>	Occasionally

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none"><li>Functional Managers/Team Leaders</li></ul>	<ul style="list-style-type: none"><li>People management and supervision.</li></ul>	Daily
<ul style="list-style-type: none"><li>Team members and team leaders</li></ul>	<ul style="list-style-type: none"><li>Service delivery.</li><li>Internal Peer Review.</li></ul>	Daily
<ul style="list-style-type: none"><li>Staff at all levels within the organisation</li></ul>	<ul style="list-style-type: none"><li>Providing information, communication, persuading.</li></ul>	Weekly
<ul style="list-style-type: none"><li>Staff at all levels within the organisation</li></ul>	<ul style="list-style-type: none"><li>Providing advice and support relevant to role.</li></ul>	Daily
<ul style="list-style-type: none"><li>Organisational Performance</li></ul>	<ul style="list-style-type: none"><li>Information for planning decisions.</li></ul>	Monthly or quarterly

## Key result areas

The job encompasses the following major functions or key result areas:

- People management
- Planning and Service Delivery
- Process improvement and documentation
- Relationship management
- Project Management
- Corporate Contribution

## Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<b>1. People Management</b>	
<ul style="list-style-type: none"><li>Lead team members to effectively and efficiently deliver the service plan.</li><li>Lead and develop the team to deliver and sustain team cohesion, collaboration, and high performance.</li><li>Effectively lead team through change.</li><li>Communicate current activities and work plans, linking to the wider team and other partners within the business (or external) so work plans and strategies are understood, delegated and dependencies are linked.</li></ul>	<ul style="list-style-type: none"><li>Service plans are delivered.</li><li>The team understands their role in Transport outcomes and strategic plans.</li><li>Regular coaching, feedback, and development opportunities are provided to all team members.</li><li>Team engagement and satisfaction scores reflect a positive, collaborative culture.</li><li>Team consistently meets or exceeds performance targets and deliverables.</li><li>Change initiatives are implemented smoothly with minimal disruption to delivery.</li><li>Feedback shows understanding and acceptance of change rationale and outcomes.</li></ul>

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
	<ul style="list-style-type: none"> <li>Adjustments to processes or roles are successfully embedded.</li> <li>Communication is timely, clear, and tailored to audience needs.</li> <li>Stakeholders and team members demonstrate understanding of goals, roles, and dependencies.</li> <li>Collaboration with internal and external partners results in aligned and coordinated delivery.</li> <li>Work plans are effectively delegated and tracked, with minimal misalignment or delays.</li> </ul>
<b>3. Operational management</b>	
<ul style="list-style-type: none"> <li>Establish internal systems and processes and ensure that operational compliance is achieved.</li> <li>Supervise quality management and support KPI monitoring across a range of contracts.</li> <li>Manage delivery of Bus User surveys and Mystery Shopper procurement and delivery</li> <li>Leverage transport data to help Operations Managers identify and act on trends.</li> <li>Support delivery of quality information to Council and transport leadership.</li> <li>Contribute to transport procurement activities.</li> <li>Lead customer experience initiatives, including delivery of accurate timetable information, customer facing information delivery and website improvements.</li> <li>Lead process improvement through workflow automation, planning and work management tools, AI, etc, using process visualisation tools (Visio), and business optimisation tools and methodologies to improve transport activity delivery.</li> <li>Lead process documentation, information management and process improvement initiatives.</li> <li>Manage the delivery of customer facing public transport engagement activities.</li> <li>Work with transport advisors, operators and territorial authorities to ensure high standards associated with health and safety and operation of the public transport network.</li> </ul>	<ul style="list-style-type: none"> <li>Customer feedback and satisfaction metrics show improvement.</li> <li>Timetable and online information are consistently accurate and up to date.</li> <li>Website enhancements are implemented effectively and improve usability.</li> <li>Identified processes are improved or automated, resulting in measurable efficiency gains.</li> <li>New tools are successfully implemented with positive user adoption.</li> <li>Cost and time savings are documented.</li> <li>All critical processes are documented and accessible.</li> <li>Documentation is kept current and aligns with best practices.</li> <li>Improvements are measurable in terms of performance, quality, or compliance.</li> <li>Process maps are created and maintained to support decision-making.</li> <li>Identified bottlenecks or inefficiencies are addressed through optimisation.</li> <li>Stakeholders report improved clarity and understanding of processes.</li> <li>Engagement activities meet planned objectives and timelines.</li> <li>Customer feedback reflects improved satisfaction and understanding.</li> <li>Participation metrics (e.g., attendance, responses) show successful outreach.</li> <li>Health and safety incidents are reduced or effectively mitigated.</li> <li>Compliance with legal and operational standards is consistently met.</li> </ul>

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none"> <li>Track progress of team projects and deliverables, and report KPI progress through the year.</li> <li>Undertake specific commercial projects and provide ongoing monitoring as required including working with budget managers throughout Annual Plan and Long Term Plan processes</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback is received from partners, operators and the travelling public.</li> <li>KPIs are regularly updated and clearly communicated.</li> <li>Project milestones are met on schedule.</li> <li>Stakeholders report confidence in delivery tracking.</li> <li>Projects are delivered on time, within scope and budget.</li> <li>Contributions to planning processes are well-informed and strategic.</li> <li>Monitoring activities result in early identification of risks or deviations.</li> <li>Information provided by the team is accurate, timely, and aligned with decision-making needs.</li> <li>Procurement support is delivered on time and complies with procurement policies.</li> </ul>
<b>2. Planning and Service Delivery</b>	
<ul style="list-style-type: none"> <li>Contribute to functional service plans, and create team plans, including resourcing, budgeting, reporting, and monitoring of assigned projects.</li> <li>Assess opportunities, make recommendations and/or implement continuous improvement opportunities.</li> <li>Lead and manage projects, as assigned.</li> <li>Incorporate and lead where needed, the integration of organisation development initiatives, within the business area assigned.</li> <li>Undertakes any other relevant duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Service plans are delivered.</li> <li>Projects are completed to a high professional standard and to appropriate standards, within agreed timeframes.</li> <li>Any additional duties are completed to appropriate standards.</li> </ul>
<b>3. Relationship Management</b>	
<ul style="list-style-type: none"> <li>Establish and maintain close working relationships with key partners within the Council, which the functional area contributes to and/or rely on to enable effective service delivery.</li> <li>Establish and maintain, relationships with agreed, external contacts which enable the facilitation of the projects and business area.</li> <li>Monitor external contacts, working with the relevant SMEs, ensuring satisfactory performance.</li> </ul>	<ul style="list-style-type: none"> <li>Effective, professional relationships and partnerships are developed and maintained with internal and external contacts.</li> <li>Professional image is conveyed in public forums.</li> <li>Project contributors understand the objectives. The project is effectively managed; work is completed on time and within budget.</li> <li>Contract outputs are successfully achieved.</li> </ul>
<b>4. Project Management</b>	

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none"><li>• As team leader within a function, lead and manage projects.</li><li>• Monitor external contracts, ensuring satisfactory performance.</li><li>• Contribute to Transport programme development and delivery.</li></ul>	<ul style="list-style-type: none"><li>• Project delivery by self and others is effective and that Transport project management documentation requirements are met.</li></ul>
<b>5. Corporate Contribution</b>	
<ul style="list-style-type: none"><li>• Promote the implementation of organisational policies, procedures.</li><li>• Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015.</li><li>• Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard.</li><li>• Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management.</li></ul>	<ul style="list-style-type: none"><li>• Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li><li>• Hazards are identified and all incidents and accidents are reported.</li><li>• Participate in any wellness programmes, such as stress management training and health monitoring.</li><li>• Council records are created and maintained in corporate information systems, meeting specified information management standards.</li><li>• Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.</li></ul>

## Delegations

Delegations as set out in the Chief Executives Delegations Manual.

## Freedom to act

The following guidelines and support are available to assist the jobholder to make decisions:

- Legislation, e.g., Resource Management Act, Local Government Act, health and safety, Public Transport Management Act 2008, Land Transport Management Act 2003, Human Rights Act, Other legislation.
- NZTA and industry promulgations including Requirements for Urban Buses, Procurement Manual, Total Mobility Scheme
- Director, Public Transport
- Functional Managers, Senior Subject Matter Experts (SMEs), and Team members.

## Work complexity

Most challenging duties typically undertaken:

- Leadership and people management, including planning for, prioritising and allocating tasks and monitoring workload, identifying development opportunities, and resolving conflict.
- Identifying, documenting, improving and automating complex business processes.

- Co-ordinating and facilitating resources across the business, and partners within the business.
- Ensuring effective working relationships and communication across the business.
- Ensuring effective management of interdependencies and stakeholder needs.

## Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"><li>• Level 6 Certificate or equivalent body of knowledge.</li><li>• A valid driver's licence required*<sup>1</sup></li></ul>	<ul style="list-style-type: none"><li>• Post-graduate qualification in management studies or similar (e.g., Honours, Masters, or Diploma).</li></ul>

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"><li>• A minimum of five years' relevant post-qualification experience.</li><li>• Experience in a supervisory capacity or management role, preferably leading subject matter experts.</li><li>• Demonstrable people leadership capability.</li></ul>	<ul style="list-style-type: none"><li>• Experience gained in government or a research institute.</li><li>• Knowledge and clear capability in Te Pae Rangatira leadership capabilities.</li></ul>

## Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<ul style="list-style-type: none"><li>• Advanced leadership and management.</li><li>• Planning and/or project management skills.</li><li>• Ability to size and scope work or facilitate information for resource planning purposes.</li><li>• Computing ability (MS Office and other packages).</li><li>• Data Analysis and interpretation.</li><li>• Continuous improvement.</li><li>• Change management and leadership.</li></ul>
Working knowledge	<ul style="list-style-type: none"><li>• Transport legislation</li><li>• Business technology operation (MS suite, AI tools).</li><li>• Role specific software packages</li><li>• Community, cultural and political awareness.</li><li>• Health and Safety at Work Act</li><li>• Local Government Act</li></ul>
Awareness	<ul style="list-style-type: none"><li>• Employment Relations Legislation</li><li>• Inclusion and evenness practices within the workplace</li></ul>

---

<sup>1</sup> Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

## Personal attributes / key behaviours

- Commitment to meeting the needs of the organisation, direct reports and colleagues.
- Have the knowledge, attitude and skills to perform the requirements of the position.
- Ability to use written and verbal language and style appropriate to the audience and context.
- Ability to work constructively with people as a team leader to achieve a common goal.
- Reliable and dedicated to achieving results.
- Ability to adjust to change and different perspectives, think proactively, pursue opportunities and take appropriate action.
- Ability to work effectively and within agreed deadlines.
- Excellent report writing skills.
- Sound judgement and initiative.
- Critical decision-making and excellent problem-solving skills.
- Ability to work independently and as part of a team.
- A high level of courtesy, listening and communication skills.
- A professional and mature approach.
- A reasonable level of physical fitness.

## Other requirements

- May require some travel within or outside Bay of Plenty region.
- May be required to work outside of normal office hours.
- Occasionally required to undertake activities, when additional resources are required, as part of Bay of Plenty Regional Council's emergency management response.
- Maintaining a proactive approach to Health and Safety in relationship to your responsibilities and ensuring legislative responsibilities and codes of practice are complied with.

**Approved:**

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date

**Discussed with job holder:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date