

# Job Description

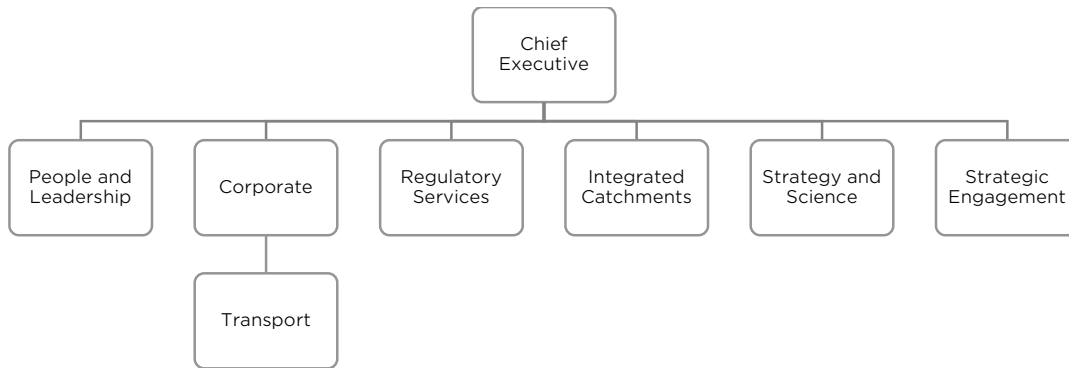


Job title	Transport Advisor
Group	Corporate
Section	Transport
Responsible to	Team Leader, Transport Delivery
Responsibility for employees	None
Date	August 2025

## 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

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job is responsible for providing specialist analytical support, advice, recommendations and quality advice and expertise in the effective delivery of Transport support.

## Functional relationships

External	Purpose and frequency of contact	
• Advisory groups	• Advocate Council's position at transport forums	Occasionally
• Local and central government agencies and authorities	• Collaborate with other agencies to achieve joint initiatives to leverage consolidated spend	Occasionally
• Auditors	• Liaise with auditors as needed	Occasionally
• Staff of other organisations	• Liaise with other organisations as needed	Weekly
• Suppliers	• Provide process advice	Frequency

Internal	Purpose and frequency of contact	
• Daily contact with staff at all levels of the organisation and across all sections of Council	• Raise and resolve internal service issues	Daily
	• Ensure the contracts and financial processes are being adhered to	Daily

## Key result areas

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

1. Service Delivery
2. Relationship Management

3. 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. Service delivery</b>	
<ul style="list-style-type: none"> <li>• Drive transport operational initiatives and the delivery of programmes and processes.</li> <li>• Investigate and resolve customer issues in relation to transport operations.</li> <li>• Advise on transport operation budget and financial support activities including fares and take appropriate action.</li> <li>• Ensure operators meet customer expectations and Health and Safety requirements.</li> <li>• Contribute to the translation of policy to operational initiatives and the delivery of programmes and processes.</li> <li>• Advising transport operation decision makers on effective and efficient best practice.</li> <li>• Provide specialist analytical support, advice, reports and recommendations on a variety of complex issues as required.</li> <li>• Ensure innovative transport operations systems are implemented to best practice standards.</li> <li>• Undertake relevant duties as directed by the position holders' supervisor / manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Council has operational transport operations guidelines, procedures and policy.</li> <li>• Transport operation projects are completed in an accurate and timely manner with project objectives achieved.</li> <li>• All customer issues are investigated from a customer-centric view in a timely manner.</li> <li>• Council staff have a good working knowledge of standard operating procedures and systems, and new staff are inducted appropriately.</li> <li>• All advice and recommendations are based on sound research and analysis and are provided in a professional and timely way.</li> <li>• Exposure to risk is minimised through the use of internal procedures and practices.</li> <li>• Any other duties are completed in a professional and timely manner to appropriate standards.</li> </ul>
<b>2. Relationship management</b>	
<ul style="list-style-type: none"> <li>• Provide excellent customer service and ensure that a professional manner is maintained with customers at all times.</li> <li>• Develop and maintain close working relationships with internal and external contacts as appropriate.</li> <li>• Acting as a representative for Council at appropriate Local Government conferences and seminars, commercial groups and other events held.</li> </ul>	<ul style="list-style-type: none"> <li>• Queries are dealt with in a professional and courteous manner.</li> <li>• Effective, professional relationships are developed and maintained with internal and external contacts.</li> <li>• Professional image is conveyed in public forums.</li> </ul>
<b>3. Corporate contribution</b>	
<ul style="list-style-type: none"> <li>• Meet and promote all corporate responsibilities to specified standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> </ul>

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none"> <li>Recognises 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 &amp; Procedure 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>Hazards are identified and all incidents and accidents are reported.</li> <li>Participating 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

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- This role is required to operate within all organisational policies.
- Operates with support, input and guidance from the Transport Operations Manager.

## Work complexity

Most challenging duties typically undertaken:

- Applying knowledge of transport operations best practice, policies and legislation to continuously improve the public transport operations function.
- Working to tight deadlines while managing the quality and timeliness of outputs.
- Development and review of transport operations guidelines, procedures and systems.
- Convey information and ideas through a variety of media types to individuals or groups in a manner that engages the audience and helps them understand and retain the key messages.
- Use their interpersonal styles and methods to inspire and guide others towards positive changes in behaviour.

## Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> <li>Relevant degree level qualification (or an equivalent combination of qualification and experience)</li> </ul>	<ul style="list-style-type: none"> <li>Degree level qualification in finance, accounting, transport planning, and/or business administration.</li> </ul>

<ul style="list-style-type: none"> <li>• A valid driver's licence required*<sup>1</sup></li> </ul>	
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Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> <li>• Minimum of 5 years' relevant experience</li> <li>• A high level of English language skills, both written and oral</li> <li>• High level of computer literacy, with specific requirements for Word, Excel and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Practical Project Management experience</li> <li>• Experience in managing and monitoring complex contracts within a large organisation</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>• Demonstrate a high level of professional and technical knowledge of transport operations</li> <li>• Well-developed knowledge of Transport legislation and regulation</li> <li>• Ability to write policies and procedures</li> <li>• Strong negotiation skills</li> <li>• Well-developed oral and written communication skills</li> <li>• Excellent problem solving and analytical ability</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Knowledge of financial and budget management</li> <li>• Project and time management</li> <li>• A high level of computer ability</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Community, cultural and political awareness</li> </ul>

## Personal attributes / key behaviours

- Sound judgement and initiative.
- Strong interpersonal skills.
- Accuracy and attention to detail.
- The ability to share specialist knowledge.
- Well-developed negotiation skills with the ability to resolve conflict situations.
- Mature and methodical work ethic.
- Ability to multi task and learn quickly.
- Ability to work well under pressure within timeframes.
- A positive attitude.
- Ability to be professional when dealing with internal and external customers.
- Ability to work well in a team or independently.

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<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.

- The ability to influence and persuade by effectively communicating verbally and in writing.
- The ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- The ability to cope with a variety of work and sometimes difficult situations.
- A high level of courtesy and excellent listening skills.
- A high level of honesty and integrity, able to maintain confidentiality.

## Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- Occasionally required to provide assistance to other members of the Transport Operations team and the wider Finance team.

## Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

### Approved:

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Manager

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Date

### Discussed with job holder:

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Employee

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Date