



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Manager Compliance, Driver Testing & Training
Group:	Regulatory Services
Reports to:	Senior Manager, Vehicle & Driver Licensing
Band:	19
Date:	June 2022

Context

Our purpose

Waka Kotahi. Moving. Together

A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose

As the lead regulator for land transport our purpose is to ensure that the system is safe, efficient, effective and operates in the public interest. Safety is a top priority for Waka Kotahi and we, as Te Rōpū Waeture (the Regulatory Services group), aim to improve safety and reduce the risk of harm by being a firm yet fair regulator. Our practices are grounded in a set of Te Ao Māori principles; Whakapono (Integrity), Manaakitanga (Caring for people), Whanaungatanga (Relationships) and Kotahitanga (Unity). Being a real-world regulator means we take view focussed on improving safety outcomes and reducing harm, we work to understand why people behave the way they do, we are pragmatic in how we respond, we encourage and educate to support people to comply and enforce compliance when necessary.

The Vehicle and Driver Licencing business group is the custodian for access and equity into the land transport system and have the accountability to act with safety and harm prevention in mind. Our role is to assess the safety and the fitness and propriety of those we regulate. We educate users on the correct use of the system and safeguard millions of land transport documents by ensuring integrity through control of access to them. We work with a clear line of sight to Road to Zero. A large part of the Vehicle and Driver Licensing role is the entry, in-service compliance and exit of users from the land transport system.

Guided by risk, intelligence and evidence, the Compliance, Driver Testing and Training team oversees the entry, monitoring and exit of Course Providers authorised to deliver Driver Licence Classes 1 to 6 driver training initiatives, including the education, training, and certification for Driver Testing Officers.

Using a range of regulatory levers and tools, such as audit, monitoring and enforcement, in a balanced and comparable way, the team's purpose is to build a healthy understanding of continuous improvement, creating a culture that unites course providers to reach their best. As part of monitoring, the team is responsible for ensuring feedback loops are in place to ensure our regulatory oversight is achieving the right outcomes in the Land Transport System.

Position purpose

The Manager Compliance, Driver Testing and Training role is to provide leadership, management, direction, coaching and mentoring to a national team. The goal is that each member of the team knows the purpose of their role, what they need to deliver and when, has the required capabilities and development plans in place, as well as the values and behaviours paramount to delivery and effectiveness. Creating a safe, empowering and enabling environment and culture that aligns with Tū ake, tū māia is a key success factor of this role.

The purpose of this role is to lead and manage a national team which is responsible for:

- Oversight of entry, monitoring and exit of driver licence class 1-6 course providers.
- Ensuring applicants are well prepared to demonstrate competence, experience and skills, as well as being fit and proper to deliver driver training and testing services.
- Identifying and dealing with non-compliance proactively getting ahead of the risk and responding both proactively and swiftly to mitigate the risk of harm.
- Education, training and testing of Driver Testing Officers
- Championing continuous improvement practices through on-going training, moderation opportunities and regular engagement.

Furthermore, this position and team will take a lead role in ensuring existing information and resources are up to date and proactively supported through:

- Regular reviews and the on-going development of best practices, framework and processes are carried out to guide and enable course providers and driver testing officers to operate competently, efficiently and effectively while working with the public.
- Develop a prioritised work programme, with an action plan to ensure focus and resourcing is in the right area and encompasses a risk and intelligence lens.

This role will imbue a culture of kotahitanga (unity) and engagement, both internally and externally, ensuring that this becomes a part of how we work together. This role also ensures Waka Kotahi NZ Transport Agency is working to a clear regulatory strategy supported by an intelligence-led and risk-based approach to regulating the land transport system.

Key relationships

Internal:

- General Managers
- Senior Managers
- All Te Rōpū Waeture (Regulatory Services)
- All Agency business groups

External:

- Ministry Transport
- Other Government Agencies
- Community Providers
- WorkSafe NZ
- NZ Police
- ACC
- Course Providers
- VTNZ Driver Testing & Training Managers & Staff
- Community non-profit organisations (NGO's)

Dimensions

Size of business unit:	5 - 30 FTE
Indicative budget scope:	TBC
Delegations:	Refer to the NZTA Delegations Register
Location:	Wellington

What the position involves

Accountabilities

As well as being accountable for the Waka Kotahi values and behaviours, your role has the following specific key accountabilities:

- Engage with iwi, local and regional communities, and non-profit organisations to support the development and design of community driver training and mentoring programmes to support learner drivers.
- Engage with key stakeholders, industry groups, regulated parties, other government agencies and non-profit organisations to promote willing compliance e.g., education and training to ensure that the Agencies regulatory expectations are well understood.
- Review and improve the operating model to ensure the team are empowered to deliver Te Rōpū Waeture (Regulatory Services) priorities, key objectives and outcomes both internally and more widely at a cross agency level.
- Lead and manage the audit process in relation to driver testing agents and licensing course providers, including community licensing providers and their staff to monitor their performance and ensure that the required standard of services is delivered
- Lead and manage the national delivery of certification, review and testing of driver testers and course providers with consideration to access and equity to driver licence testing public services being provided.
- Lead the development and implementation of a people capability programme and succession plan that supports robust and consistent decision making and is future focused on being a 'real world regulator'
- Identify and drive the implementation of continuous improvement and other measures to drive maturity and culture shifts in line with our Regulatory Strategy, this includes contributing to ensuring the driver training programmes are fit for purpose to achieve our regulatory and safer driver outcomes.
- Lead and manage the appropriate interventions are taken in response to identified non-compliance & risk
- Lead and manage audits and reviews conducted on test routes to ensure the required standards are being met and are fit for purpose
- Manage the investigation of poor performing testers and course providers and ensure that all complaints are fully investigated, and the appropriate action and sanctions are being taken when required
- Set the standard and model the expected behaviours and demonstrate support for all Waka Kotahi initiatives with colleagues, stakeholders and customers
- Represent the Licensing Team at regular business group Decision Making Group meetings to ensure that all adverse decisions are presented in a timely, complete and professional manner
- Deliver presentations and share knowledge and expertise with key internal and external stakeholders

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

Working effectively with Māori

Te Ara Kotahi – our Māori Strategy – supports Waka Kotahi to work effectively with Māori and is underpinned by uara (values) and our mātāpono (principles) of – Rangatiratanga, Manaakitanga, Kaitiakitanga, Whanaungatanga, Te Tiriti o Waitangi, Mana o te Reo, Huna Kore (no surprises approach), Auahatanga (creativity and innovation), Whakapono (integrity and honesty) and in recognition of Cultural Values.

As Waka Kotahi 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 to the partnership of the Treaty of Waitangi / Te Tiriti o Waitangi.

Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

NGĀKAU AROHA *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As Waka Kotahi we:

- Contribute to a safe and sustainable work environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

KOTAHITANGA *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of Waka Kotahi. As Waka Kotahi we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others to learn and grow
- Invite conversation and feedback and always improve

KIA MĀĪA *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As Waka Kotahi we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

MAHIA *Nail it* means we create enduring legacy, delivering our best work every day. As Waka Kotahi we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the state sector we also hold ourselves to the highest standards of integrity and conduct.

SPIRIT OF SERVICE

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou

hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

More information on all the behaviours and standards are included in the Waka Kotahi Te Tikanga Whanonga – Our Code of Conduct.

Leadership expectations

Foundational expectations of People Leaders

As a People Leader at Waka Kotahi you will:

KEEP EVERYONE SAFE Keep safety and wellbeing front of mind for your people.

COMMUNICATE Have regular meetings with your team and other key stakeholders to maintain consistent updates and a two-way dialogue.

COACH Have quality 1:1's with your team on a regular basis to build rapport, prioritise workload, support through change, and make sure your people are clear on what's expected of them. You will prioritise PDP's and regular performance conversations to develop your people, address performance concerns proactively.

DEVELOP AND RECOGNISE Have regular development conversations with your team to support their growth, link development goals to business needs, and recognise them when they do a great job.

SEEK AND ACT ON FEEDBACK Regularly ask for and learn from feedback to improve our work environment and develop yourself.

BUILD A SUPPORTIVE TEAM ENVIRONMENT Foster an environment that is inclusive and supportive for your team. You will encourage your team to raise important issues or concerns and invite them to engage conflict in a constructive way.

PREVENT BULLYING and HARASSMENT Know how to identify bullying and harassment in the workplace and not tolerate any bullying and harassment within your team.

ENABLE SUCCESS Ensure that your people have what they need to do their best work and manage key events during their time here well.

In addition to these foundational expectations, it is important that as a leader you are embodying and encouraging the Waka Kotahi values and behaviours.

The value you will bring

As well as your leadership attributes, you will need to bring your 'know how':

Knowledge and experience:

- Strong people leadership skills with an empathetic approach and a passion for developing others.
 - Proven track record of leading and building highly engaged teams with a safe, trusting, and enabling culture, managing performance, and supporting people to succeed.
 - Proven experience in high level strategic, analytical, and conceptual thinking in a complex environment.
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- Ability to think at a national and system-wide level and translate it into delivery.
 - Proven experience in leading and developing successful future focused projects to inform and guide whole system change.
 - Proven experience in leading, influencing and building credibility across a range of stakeholders.
 - Previous experience of local and/or central government is preferred but not required.

Qualifications:

- Tertiary qualification in a related discipline or equivalent experience.

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector.

To learn more about what we do visit www.nzta.govt.nz