



Position Description

Title:	Account Manager Low Emission Vehicles
Group:	Customer and Services
Reports to:	Team Manager Low Emission Vehicles
Band:	15
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

The Account Manager LEV is responsible for the ongoing relationship management, direct communication, and support for frequent or high-volume users of the LEV systems. They will monitor activity and compliance of importers and resolve issues or errors arising and undertake assessment and ongoing management of end users who are approved for the Fleet Average payment regime. The role will be AML verified.

Key relationships

Internal:

- Customer Operations
- Customer Services

- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Financial Operations

External:

- Businesses in the Motor Vehicle Industry
- Importers of Motor Vehicles
- Members of the Public
- Vehicle Inspectors
- Customs

Dimensions

Location: Wellington, Auckland, Christchurch, Palmerston North

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:

- Operate as the relationship and account manager for Fleet Average and high volume or frequency Pay As You Go importers
- Progress and manage Fleet Average applications from initial interest through to managed maintenance and payment, in a timely manner.
- Provide detailed credit analysis and assessment activities associated with new Fleet Average applications supported by the Senior Credit and Compliance Officer
- Manage the Fleet Average submissions effectively, demonstrating the requirements of the Privacy Act in relation to the business information provided by the applicant
- Confidently communicate Fleet Average application outcomes, based on evidence and criteria
- Support Fleet Average and Pay As You Go end users to ensure compliance with the CCS scheme and payment regime
- Support transition between Pay As You Go (PAYG) and Fleet Average payment regimes
- Work closely with Fleet Average end users to manage and pay their Fleet Average invoice, as and when required
- Understand, validate, and communicate CO2 values, Cr/Dr calculations, Cr/Dr offsetting and transfers to managed importers end users
- Provide backup coverage for LEV Officers during periods of high-volume customer demand, contact patterns, or staff shrinkage.
- Work with the wider LEV and Performance and Compliance teams to assist in reporting and analysis.
- provide backup coverage for LEV Officers in instances of elevated customer volume demand, contact pattern fluctuations and shrinkage requirements.
- Promote Tū ake, Tū māia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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 public service 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 whitake 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.

The value you will bring

Knowledge and experience:

- Understanding of and experience in credit and lending principles and decision making (desirable)
- Experience in decision making in a regulatory environment
- Excellent attention to detail with an ability to assess and interpret complex financial and business information
- Excellent verbal and written communication skills
- An understanding of the Motor Vehicle Industry (desirable)
- Understand your responsibilities under the Privacy Act 2020
- Ability to work both independently and as part of a team
- CCCFA, AML (desirable)

Qualifications:

- Qualification in a relevant discipline (e.g. Commerce, Finance, Business Administration) 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



Position Description

Title:	Compliance Officer
Group:	Customer and Services
Reports to:	Manager Vehicle Emissions
Band:	15
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

This role will provide compliance and auditing support to the Manager, Vehicle Emissions, Engineers, Technical Support Officers, Senior Compliance Officer and customer facing teams on vehicle emissions including carbon dioxide (CO₂) values required for the Low Emission Vehicles Programme and other vehicle-related Regulatory services and activities aligned to area of high work demand. This role will research and verify, emission and CO₂ claims from light vehicle importers and sellers to maintain the robustness of Government CO₂ greenhouse gas and harmful emissions reduction initiative.

Key relationships

Internal:

- Safer Vehicles
- Safety, Health, and Environment
- Low Emission Vehicle Team
- Commercial Licensing and Revenue
- Reporting, Insights and Compliance Team
- Te Rōpū Waeture Regulatory Service
- Customer Service Centre
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- Webstruxure
- KSDP's (Entry certifiers)
- Businesses and importers in the Motor Vehicle Industry
- Crown Solicitor or External Legal
- External Government Agencies

Dimensions

Location: Palmerston North, Wellington, Christchurch and Auckland

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:

Key Responsibilities

- Maintaining the operational administration of vehicle emission data and data quality
- Supporting both operations and analytical activities pertaining to vehicle emission data
- Exercising a range of Legislative powers under the Land Transport Act and associated Regulations (e.g. Clean Car Standard and Vehicle Efficiency and Emission Rule), fulfilling the statutory obligations of those acts
- Making decisions and exercising sound judgement in a Regulatory compliance context that aligns with the organisational Compliance Response Framework and the Risk Management Framework
- Conducting investigations and audits of a broad range of specialised financial matters
- Draft and serve legal notices or actions in accordance with delegated responsibility and organisational policies.
- Operating at a level, where all Regulatory and complex activity is conducted to a standard that will withstand judicial scrutiny or independent review
- Managing individual caseloads and files, ensuring statutory limitations are met, and files are administered to a standard that enhance and uphold the organisation's reputation as a credible and professional regulator
- Developing strong working relationships with a range of external partners and stakeholders including Police and industry bodies and associations
- When required leading or contributing to inter-agency operations into to noncompliant behavior that creates risk or undermines the integrity of the land transport revenue systems
- Demonstrating the values of Te Kāpehu and Tū ake, tū maia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga

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 MĀIA *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 public 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 āianei, 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.

The value you will bring

Knowledge and experience:

- Strong analytical and systems thinking
- Proven ability in relationship management
- Strong regulatory framework understanding and demonstrated experience in interpreting and understanding regulations, sensing risk and applying sound judgement
- Recognised vehicle knowledge and applied regulatory experience
- knowledge of vehicle entry, emissions data, and technical vehicle details
- knowledge and understanding of the relevant legislation and regulations

Qualifications:

- A minimum of five years' applied experience in the vehicle related regulatory area
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous
- Or equivalent to the above

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title: Emissions Co-ordinator
Group: Customer and Services
Reports to: Manager Vehicle Emissions
Band: 14
Date: April 2024

Context

Our purpose ***Waka Kotahi. Moving. Together***
A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

This role will provide technical administrative support to our Manager Vehicle Emissions, Vehicle Engineers, Compliance Officers and customer facing teams on vehicle emissions and carbon dioxide (CO₂) values required for the "Low Emission Vehicles initiatives" and other vehicle related Regulatory services and activities aligned to an area of high work demand.

Key relationships

Internal:

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- Financial Operations

External:

- Businesses in the Motor Vehicle Industry
- Importers of Motor Vehicles
- Members of the Public
- Vehicle Inspectors (KSDP)
- Webstruxure

Dimensions

Location: Wellington, Auckland, Christchurch, Palmerston North

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:

- Work within agreed service levels and timeframes to ensure timely turnaround of transactional activities and issue resolution, these include ensuing service level agreements are kept with industry, providing feedback and reports around service level agreements to the Manager, Vehicle Emissions
- Support the team with a wide range of technical administrative support for large complex datasets in an efficient and timely way, including the maintenance of registers, databases managing correspondence, compiling high quality reports and presentations
- Data entry and management of multiple databases and reporting tool with a high degree of accuracy
- Support team members with work-in-progress through coordination, scheduling appointments, preparing documentation and reports, and managing, coordinating and reporting on follow-up actions as required
- Escalation of complex queries, remediation activities and disputes to the Reporting, Insights and Compliance Team, Team Managers, Manager Vehicle Emissions, Compliance Officers and Technical Support Officers, as appropriate.
- Work closely with the broader LEV team to assist with quality assurance checks
- Work with a range of integrated systems (such as MVR, MIAMI, Fuelsaver and PEGA), to support the assessment, analysis and resolution of queries and issues.
- Gathering and reporting of intelligence to assist in compliance to ensure a fair and consistent approach for Low Emission Vehicle Schemes.
- Reporting, Analysis, Interpretation and insights of emissions data from national and international domains and systems to inform Border Entry and Compliance and internal Compliance reporting and activities.
- Identification of trends and provide insights on Emissions standards for New and Used vehicles for internal and external use.
- Involvement in Industry audits and Border, Entry and Compliance projects and ongoing activity.
- Facilitate open communication and collaboration across Waka Kotahi to ensure a cohesive and timely approach to the delivery of operational activities
- Promote Tū ake, Tū māia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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 public service 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 hāpori, 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.

The value you will bring

Knowledge and experience:

- Previous experience working in a regulatory environment (preferred)
- Strong communication, time management, and organisational skills
- Highly developed competency with Microsoft Word, Outlook and Excel and Power BI
- Ability to pick up new processes and systems quickly and adapt well to change
- Continuous improvement ethos and analytical skills – able to identify anomalies in data, processes and business practices and experience in looking for and implementing improvements
- High level of accuracy and attention to detail
- Able to apply a cross-functional approach to work across teams

Qualifications:

- Qualification in a relevant discipline (e.g. Data Science, Commerce, Business Administration, Finance) or equivalent experience
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous but not essential

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Low Emission Vehicles Officers
Group:	Customer and Services
Reports to:	Team Manager Low Emission Vehicles
Band:	13
Date:	April 2024

Context

Our purpose *Waka Kotahi. Moving. Together*

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

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

As an LEV Officer, this person will work closely with colleagues across LEV, to ensure the day-to-day, timely delivery of the key transactional services and compliance activities required to operate the LEV initiatives. This will include the support and administration of the LEV systems for external end users and case-related problem solving and decision making; including supporting CO2 account holders with compliance and management of their accounts the administration and processing of routine payment or rebate applications or claims; assessing and verifying payment applications, processing refunds and dealing with any issues arising from the revenue streams. The role will be AML verified.

Key relationships

Internal:

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services

-
- Financial Operations

External:

- Businesses in the Motor Vehicle Industry
- Importers of Motor Vehicles
- Members of the Public
- Vehicle Inspectors
- Customs

Dimensions

Location: Wellington, Auckland, Christchurch, Palmerston North

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:

- Support the end user to create, administer and manage their compliance with the LEV schemes through the relevant systems.
- Work within agreed service levels and timeframes to ensure timely turnaround of transactional activities and issue resolution
- Apply critical thinking and sound decision-making skills to resolve cases and queries
- Apply legislation and regulation requirements in the assessment, analysis and resolution of queries and issues
- Understand, validate and communicate CO2 values, charges and credits to end users
- Escalation of complex queries, remediation activities and disputes to the Performance and Compliance Team, Team Managers and LEV Account Managers, as appropriate.
- Work closely with the broader LEV team to assist with quality assurance checks
- Work with a range of integrated systems (such as MVR, MIAMI, Fuelsaver and PEGA), to support the assessment, analysis and resolution of queries and issues.
- Facilitate open communication and collaboration across Waka Kotahi to ensure a cohesive and timely approach to the delivery of operational activities
- Contribute to a positive, inclusive and energetic culture that aligns with the Customer Operations vision, creating a great place to work, a place that attracts and retains great people
- Promote Tū ake, Tū māia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA 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 public service 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 hāpori, 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.

The value you will bring

Knowledge and experience:

- Previous experience working in a regulatory environment (preferred)
- Strong communication, time management, and organisational skills
- Competency with Microsoft Word, Outlook and Excel
- Ability to pick up new processes and systems quickly and adapt well to change
- Has confidence to have strong discussions with the Motor Vehicle Industry in order to maintain the integrity of the scheme
- High level of accuracy and attention to detail
- Able to apply a cross-functional approach to work across teams

Qualifications:

- Qualification in a relevant discipline (e.g. Law, Commerce, Business Administration, Finance) or equivalent experience
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous but not essential

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



Position Description

Title:	Manager Low Emission Vehicles (LEV)
Group:	Customer and Services – Customer Operations
Reports to:	Head of Customer Operations
Band:	19
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

The Manager, Low Emission Vehicles is responsible for successfully leading the implementation and ongoing delivery of the Clean Vehicle Schemes. Providing strategic leadership to the Low Emission Vehicles team and ensuring a real-world regulatory response and customer focussed approach to the management, administration and maintenance of the LEV initiatives. The Manager, Low Emission Vehicles is responsible for working with others across the organisation to ensure robust system monitoring and performance, reporting on the impact of the schemes at a Ministerial level, and contributing to any reviews, policy or operational changes. This is a crucial role in the overall land transport regulatory system; leading a team of professionals and working with technical specialists to effectively deliver these new schemes. The role will be AML verified

Key relationships

Internal:

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Financial Operations

External:

- Businesses in the Motor Vehicle Industry
 - Importers of Motor Vehicles
 - Members of the Public
 - Vehicle Inspectors
 - Customs
-

Dimensions

Direct Reports:**2-5****Size of business unit:**

16 - 35 (incl: Team Managers)

Indicative budget scope:

TBC

Delegations:

Refer to the NZTA Delegations Register

Location:Wellington, Auckland, Christchurch, Palmerston North

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:

- Managing the Low Emission Vehicles team and the delivery of the current LEV initiatives
- Implementation of future LEV initiatives
- Leading a multi-agency group of interested parties, connecting and collaborating across agencies to understand the impact and risks of the scheme.
- Connecting across Waka Kotahi and working closely with our business partners (Legal, Communications, Enterprise Change, HR, and Safety, Health and Environment) to ensure a joined-up approach as we work towards the Government's goal of carbon zero.
- Engagement in external advisory committees to ensure industry is appropriately involved as LEV schemes are changed or implemented, gather industry insights and reflect these back into the business workplan.
- Providing strategic and operational leadership including business planning, workforce planning and budget management.
- Ensure the quality, accuracy and relevance of all official correspondence and responses relating to Low Emission Vehicles.
- Apply real world, effective regulatory thinking and understanding of legislation to develop and maintain operational policies, processes, and procedures as the basis of training and consistent delivery of core functions that apply to the Low Emission Vehicles.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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 public 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 āianei, 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:

- Experience in decision making in a regulatory environment
- Excellent attention to detail with an ability to assess complex detail
- Ability to develop solutions to complex problems using a range of analytical and problem-solving skills
- Can interpret and report on key performance metrics and risk indicators
- Strong understanding of relevant legislation, policy and technical information
- Excellent verbal and written communication skills
- Strong interpersonal skills which can be applied to internal and external stakeholders
- Demonstrated perseverance to achieve and exceed goals
- Able to mentor and coach others to lift team capability and capacity

Qualifications:

- Qualification in a relevant discipline (e.g. Law, Commerce, Business Administration) or equivalent experience
- New Zealand Certificate in Regulatory Compliance (core knowledge)

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Manager Performance and Compliance
Group:	Customer and Services – Customer Operations
Reports to:	Head of Customer Operations
Band:	19
Date:	April 2024

Context

Our purpose *Waka Kotahi. Moving. Together*

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

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

The Manager, Performance and Compliance is responsible for the establishment and successful leadership of the new the Performance and Compliance function for Customer Operations (including existing and new schemes i.e. LEV). The Manager, Performance and Compliance will be responsible for varied central functions including; Official Correspondence inputs; Analytics and Reporting; Quality Assurance; and Credit risk and Compliance. This alongside activities in operational performance, planning, workforce management and identification of continuous improvement opportunities; will support the delivery of Customer Operations teams to succeed in day to day delivery. This role will lead a team of experts initiatives delivered within Customer Operations and be able to provide insights and expertise into wider Waka Kotahi initiatives, Policy development or external processes and committees. The role will be AML verified.

Key relationships

Internal:

- Customer and Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Research and Analytics
- Financial Operations
 - Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- External Government Agencies
- KSDP's (Entry certifiers)
- Transport Representative bodies

Dimensions

Size of business unit:	4-9 team members
Indicative budget scope:	TBC
Delegations:	Refer to the NZTA Delegations Register
Location:	Wellington, Auckland, Christchurch, Palmerston North

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:

- Lead the Performance and Compliance team to meet its obligations in respect of risk, analysis, compliance, and quality assurance
- Provide appropriate effective and timely delivery of business, compliance, and risk reporting to internal teams and wider Waka Kotahi Groups
- Ensure the quality and accuracy of all official correspondence inputs
- Connecting across Waka Kotahi and working closely with our business partners (Legal, Communications, Enterprise Change, HR, and Safety, Health and Environment) to ensure a joined-up approach as we work towards the Government's goal of carbon zero
- Providing insights to support external advisory committees
- Providing strategic and operational leadership including business planning, workforce planning and budget management.
- Identify opportunities for continuous improvement of Customer Operations
- Apply modern regulatory thinking and understanding of legislation to develop and maintain operational policies, processes, and procedures as the basis of training and consistent delivery of core functions that apply to the Low Emission Vehicles (including Clean Car Standard and Clean Car Discount).

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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 public 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:

- Experience in decision making in a regulatory environment
- Excellent attention to detail with an ability to assess complex detail
- Ability to lead the development of solutions to complex problems
- Can own, develop and build reporting on key performance metrics and risk indicators
- Understanding of Compliance and Credit risk
- Understanding of planning and workforce management
- Ability to understand the relevant legislation, policy and technical information
- Excellent verbal and written communication skills
- Strong interpersonal skills which can be applied to internal and external stakeholders
- Demonstrated perseverance to achieve and exceed goals
- Able to mentor and coach others to lift team capability and capacity

Qualifications:

- Qualification in a relevant discipline (e.g. Law, Commerce, Business Administration) 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

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



Position Description

Title:	Manager Vehicle Emissions
Group:	Customer and Services
Reports to:	Head of Customer Operations
Band:	19
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose	<p>The purpose of the Customer and Services group is to:</p> <p>Deliver great transactional products and services through operational excellence and a customer focus.</p> <p>Support the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.</p> <p>Continue to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.</p> <p>Develop a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.</p> <p>Create our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.</p>
-------------------------------	---

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose	The Manager, Vehicle Emissions will lead Vehicle Emissions Team to support the implementation and ongoing emissions management, providing
-------------------------	---

leadership to ensure the strategic and operational enablement of LEV initiatives including CO2 and Fuel Consumption data. This role will demonstrate emissions expertise and insights to guide the successful delivery of Low Emission Vehicle products; regulatory compliance; operational and policy advice; and technical leadership. The role will deliver effective real world regulatory, and customer focussed approaches to the management, administration, and maintenance emissions data for the LEV initiatives.

Key relationships

Internal:

Customer Operations
Customer Services
AML Compliance Officer
Te Rōpū Waeture Regulatory Services
System Leadership
Financial Operations
Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

Businesses Importers and of Motor Vehicles
Customs
Ministry of Transport
External Government Agencies
KSDP's (Entry certifiers)
Transport Representative bodies

Dimensions

Business Unit: 5-10 FTE
Budget scope: TBC
IS: Refer to the Waka Kotahi Delegations Register
Location: Wellington & Palmerston North

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:

- Managing the Vehicle Emissions team and the delivery in the operational administration and delivery of emissions data for LEV initiatives.
- Connecting across Waka Kotahi and working closely with our business partners (Legal, Communications, Enterprise Change, HR, and Safety, Health and Environment) to provide technical insights and guidance to ensure a joined-up approach as we work towards the Government's goal of carbon zero.
- Engagement in external advisory committees to ensure industry is appropriately involved as the scheme, and to gather any insights that industry might provide.
- Providing strategic and operational leadership including business planning, workforce planning and budget management.
- Ensure effective real-world Regulation is applied alongside regulatory thinking and understanding of legislation to develop and maintain operational policies, processes, procedures and training.
- Manage systems and products supporting both operations and analytical activities pertaining to vehicle emission data, processes and business rules related to vehicle emission management (including Fuelsaver, MIAMI and Low Emission Vehicle data on Rightcar).
- Collaborate and influence across Waka Kotahi to ensure organisational wide strategies and frameworks for vehicle emissions and data are known and understood promoting consistent application of land transport technical documents regarding Standards and Guidelines for Vehicle Emission, CO2, and Fuel Consumption.
- Engaging and collaborating across external stakeholders including international; jurisdictions in the supply of emissions data.
- Ensure the quality, accuracy and relevance of all official correspondence responses relating to Low Emission Vehicles.

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), Whakaponono (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 public service 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 hāpori, 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':

Knowledge and experience:

- Strong analytical and systems thinking
- Strong regulatory framework understanding and demonstrated experience in interpreting and understanding regulations, sensing risk and applying sound judgement
- Previous experience in a technical or policy focused role
- Recognised vehicle knowledge and applied regulatory experience
- Experience leading the design or application of initiatives that drive process efficiencies, enhance the integrity of systems, and ensure the most effective application of resources
- Proven ability to make timely, quality decisions evidence-based and in line with professional regulatory practice.
- Ability to form, create and maintain excellent stakeholder relationships internally and externally
- Proven ability in relationship management, influencing and facilitation
- Proven leadership capabilities, demonstrating the ability to grow and build strong teams
- Ability to see the big picture, strong conceptual thinking
- Commitment to teamwork and collaboration

- Excellent industry knowledge of vehicle entry, emissions data, and technical vehicle details
- The ability to understand and interpret legislation, standards, guidelines and policies

Qualifications:

- A minimum of five years' applied experience in the vehicle related regulatory area
- Tertiary qualification in a relevant discipline (such as law or commerce), or equivalent experience
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous but not essential
- Or equivalent to the above

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



Position Description

Title:	Principal Advisor
Group:	Customer and Services – Customer Operations
Reports to:	Manager Performance and Compliance
Band:	18
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- Deliver great transactional products and services through operational excellence and a customer focus.
- Support the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- Continue to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- Develop a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- Create our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

The role of the Principal Advisor is to lead strategic initiatives of the business including the Low Emission Vehicles and other initiatives to de-carbonise and to ensure sustainability of our revenue streams. This role provides expert advice and direction to the Ministry of Transport and Waka Kotahi at all levels. It connects operational needs with organisational and government strategic outcomes to drive initiatives to reduce emissions from New Zealand's vehicle fleet.

Key relationships

Internal:

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Financial Operations
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- Ministry of Business, Innovation and Employment
- Energy Efficiency and Conservation Authority
- Businesses in the transport sector
- Industry Groups
- Other Government Departments
- International Jurisdictions
- Members of the Public
- Vehicle Inspectors
- Customs

Dimensions

Location: Multiple

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:

- Design, develop and embed key strategic initiatives
- Liaise, monitor & report on system risks, insights and outcomes of strategic initiatives
- Produce quality briefings for decision makers (including Senior and Executive Leadership and the Minister of Transport) to ensure they are well informed on the risks, insights and outcomes
- Collaborate across all stakeholders to coordinate delivery of activities including all official Correspondence
- Work closely with Operations Analysts to develop fit-for purpose reporting frameworks to help tell the story of significant initiatives.
- Takes responsibility for building the capability of the unit to embed initiatives.
- Actively promote a positive, inclusive and energetic culture that aligns with the Customer and Services charter; creating a great place to work, a place that attracts and retains great people

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA 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 public service 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 hāpori, 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.

The value you will bring

Knowledge and experience:

- Proven experience advising on significant programmes of work; including liaising, monitoring & advising on system risks, insights & outcomes.
- Strong experience & understanding in the machinery of government & Operational knowledge of the law in a regulatory compliance context
- Strong & effective stakeholder engagement & management experience
- Proven experience presenting to and briefing Senior & Executive Leadership
- Strong analytical and problem-solving skills; providing advice on how to mitigate programme risks
- Strong communication, prioritisation and organisational skills
- Ability to understand and interpret risk, translating data into evidence-based and value-add solutions
- Strong commitment to teamwork, collaboration & mentoring others.

Qualifications:

Your experience is at least as important as your qualifications; however, the following may be advantageous:

- Post-graduate qualification in any discipline
- G-Reg Core Knowledge (level 3) or higher

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



Position Description

Title:	Senior Compliance Officer
Group:	Customer and Services
Reports to:	Manager Vehicle Emissions
Band:	16
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

This role will provide compliance and auditing support to the Manager, Vehicle Emissions, Engineers, Technical Support Officers and customer facing teams on vehicle emissions and carbon dioxide (CO₂) compliance required for the Low Emissions Vehicle Programme and other vehicle-related Regulatory services and activities. The role will research and verify emission data to support the robustness of Government CO₂ greenhouse gas and harmful emissions reduction initiative. The role will provide audit and investigative services to Waka Kotahi to assist in providing an assurance that the revenue Regulatory system is working and being complied with.

Key
relationships

Internal:

- Safer Vehicles
- Safety, Health and Environment
- Low Emission Vehicle Team
- Commercial Licensing and Revenue
- Te Rōpū Waeture Regulatory Service
- Customer Service Centre
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- Webstruxure
- KSDP's (Entry certifiers)
- Businesses in the Motor Vehicle Industry
- Vehicle Importers
- Crown Solicitor or External Legal
- External Government Agencies

Dimensions

Location: Wellington, Palmerston North, Christchurch and Auckland

What the position involves

Accountabilities

Key responsibilities

- Support the delivery of analytical and operational activities of vehicle emission data, quality, compliance and risk management
- Hold an understanding of Legislation for our key revenue streams (including Regional Fuel Tax, Road User Charges, and Fuel Excise Duty, Clean Car Standard, and Vehicle Efficiency and Emission Rule)
- Conducting investigations into a broad range of non-compliance or unlawful matters, including any offending that impacts on the Government's land transport revenue streams.
- Exercise a range of legislative powers under the Land Transport Act and associated regulations (e.g. Clean Car Standard and Vehicle Efficiency and Emission Rule), fulfilling the statutory obligations of those acts
- Making quality decisions and exercising sound judgement in a regulatory compliance context that aligns with the organisational Compliance Response Framework and the Risk Management Framework
- Conducting quality investigations and audits of a broad range of specialised financial matters that may include Fuel Excise Duty, Regional Fuel Tax, Road User Charges, and the Clean Vehicles Scheme
- Clearly communicate with stakeholders including drafting legal notices or actions in accordance with delegated responsibility and organisational policies
- Engage and support processes (incl legal) with external stakeholders including Police, Crown Law, legal partners, industry bodies and wider stakeholders and industry bodies and associations
- Demonstrating the values of Te Kāpehu and Tū ake, tū maia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga
- Contributing to a positive, inclusive and energetic culture that aligns with the Customer and Services charter; creating a great place to work, a place that attracts and retains great people
- Assisting, guiding and mentoring other members of the Low Emission Vehicles team to ensure the team is performing cohesively
- Informing discretionary decision making on emission related matters

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 MĀIA *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 public 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 āianei, 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.

The value you will bring

Knowledge and experience:

- Strong analytical and systems thinking
- Proven ability in relationship management
- Strong regulatory framework understanding and demonstrated experience in interpreting and understanding regulations, sensing risk and applying sound judgement
- Excellent industry knowledge of vehicle entry, emissions data, and technical vehicle details
- Knowledge and understanding of the relevant legislation and regulations
- A genuine understanding of a firm and fair regulator stance

Qualifications:

- A minimum of five years' applied experience in the vehicle related regulatory area
- New Zealand Certificate in Regulatory Compliance (core knowledge level 3 or 4) is advantageous
- Or equivalent to the above

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



Position Description

Title:	Senior Credit and Compliance Officer
Group:	Customer and Services
Reports to:	Manager Performance and Compliance
Band:	17
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create our** customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

This role will provide credit risk, compliance and auditing support to the Low Emission Vehicles teams and other vehicle-related Regulatory services and activities aligned to area of high work demand. Credit and Compliance Officers hold a deep understanding of complex Legislation. They conduct regular audits and reviews and provide high quality investigative services to Waka Kotahi, conducting investigations into a broad range of non-compliance and credit risk or unlawful matters, including any offending that impacts on the Government's land transport revenue streams. The role will be AML verified.

Key
relationships

Internal:

- Customer and Services
- Safer Vehicles
- Safety, Health and Environment
- Commercial Licensing and Revenue
- Te Rōpū Waeture Regulatory Service
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- Webstruxure
- KSDP's (Entry certifiers)
- Businesses and Importers in the Motor Vehicle Industry
- Crown Solicitor or External Legal
- External Government Agencies

Dimensions

Location: Wellington, Palmerston North

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:

- Apply critical thinking and sound decision-making skills to resolve cases and queries
- Provide detailed credit analysis and assessment activities associated with new Fleet Average applications and ongoing monitoring
- Support the management of Fleet Average submissions effectively, demonstrating the requirements of the Privacy Act in relation to the business information provided by the applicant
- Maintain accurate records to support robust decision making
- Assess information against standards and evaluation criteria
- Escalate complex queries to the Manager, Performance & Compliance where appropriate
- Assist with quality assurance checks and decision making, contributing to the team's continuous improvement activities
- Apply a cross-functional approach to work across the Low Emission Vehicles teams
- Develop and maintain strong relationships with internal and external stakeholders
- Facilitate open communication and discussion across Waka Kotahi to ensure joined up, cohesive approach to operational activities
- Contributing to a positive, inclusive and energetic culture that aligns with the Customer and Services charter; creating a great place to work, a place that attracts and retains great people.
- Promote *Tū ake*, *Tū maia* and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga

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 MĀIA 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 public service 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 whitake 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 hāpori, 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.

The value you will bring

Knowledge and experience:

- Previous experience working and decision making in a regulatory environment (preferred)
- Understanding of and experience in credit and lending principles and decision making (desirable)
- Excellent attention to detail with an ability to assess and interpret complex financial and business information
- Strong, time management, and organisational skills
- Excellent written and verbal communication
- Competency with Microsoft Word, Outlook and Excel
- Ability to pick up new processes quickly and adapt well to change
- High level of accuracy and attention to detail
- Able to apply a cross-functional approach to work across teams
- An understanding of the Motor Vehicle Industry (desirable)
- Understand your responsibilities under the Privacy Act 2020
- CCCFA, AML (desirable)

Qualifications:

- Qualification in a relevant discipline (e.g. Law, Commerce, Finance, Business Administration) or equivalent experience
 - New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous but not essential
-

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Senior Operations Analyst
Group:	Customer and Services – Customer Operations
Reports to:	Manager, Performance and Compliance
Band:	17
Date:	April 2024

Context

Our purpose	<i>Waka Kotahi. Moving. Together</i> A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	--

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

The purpose of this role is to provide tactical and operational analysis and advice across all parts of Customer Operations. In this role you will support other teams and Managers to deliver an effective and enhanced regulatory and Customer operations function, that is strongly aligned with our Regulatory Strategy (*Tū ake, Tū māia*) & Customer and Services strategy. They will be focussed on enhanced planning, forecasting and reporting of our business activities; developing strategies to deliver improved regulatory outcomes, driving process efficiency, strategic deployment of our resources, and telling our story to our internal and external stakeholders.

Key relationships

Internal:

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Financial Operations
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Businesses in the transport sector
 - Industry Groups
 - Other Government Departments
 - Members of the Public
-

Dimensions

Location: Wellington, & Palmerston North

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:

- Work closely with the Low Emission Vehicles teams to develop, coordinate and facilitate the planning process, ensuring the delivery of business initiatives and BAU
- Work closely with the right people across Waka Kotahi to support the development of strategies that will deliver improved regulatory outcomes
- Design and implement best practice business planning practices and tools
- Identify risk and ensure risk management is factored in to planning and reporting processes
- Work closely with Managers to understand reporting and oversight needs, and to develop and maintain effective reporting solutions
- Facilitate and lead effective reporting processes that are robust, user-friendly and meet organisational requirements
- Other ad hoc strategic business planning reporting and project work, as required
- Facilitate development of new initiatives within the Customer and Services - Low Emission Vehicles teams; ensuring that these follow the correct organisational processes and are aligned with the Regulatory Strategy
- Ensure continuous improvement through data analytics, and identify and apply lessons learned
- Use insights gained from problems, complaints and internal feedback to identify changes that will lift our capability and service to our regulated community
- Evaluate performance measures and targets to ensure these are fit for purpose and reported on effectively.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA 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 public service 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 whitake 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 hāpori, 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.

The value you will bring

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

Knowledge and experience:

- Significant experience in planning, reporting (internal and external), and/or governance role
- Ability to continuously initiate and respond to change in ways that create advantage, minimize risk, and sustain performance
- Committed to driving continuous improvement through all aspects of work
- A track record of implementing new ideas and approaches
- Strong analytical and systems thinking
- Ability to understand and interpret risk, translating data into evidence-based and value-add solutions
- An ability to apply technical learning and a desire to continually improve efficiency
- Commitment to teamwork and collaboration
- Proven relationship management skills with the ability to build rapport and effectively manage a range of internal and external relationships at all levels
- Strong critical thinking and problem-solving skills
- Excellent written and communication skills
- Experience in a regulatory compliance environment is advantageous

Qualifications:

- Tertiary qualification in a relevant discipline (post graduate desired)
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous but not essential

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Senior Technical Support Officer – Vehicle Emissions
Group:	Customer and Services
Reports to:	Manager Vehicle Emissions
Band:	17
Date:	April 2024

Context

Our purpose	Waka Kotahi. Moving. Together A land transport system connecting people, products and places for the thriving Aotearoa.
--------------------	---

Group and team purpose	<p>The purpose of the Customer and Services group is to:</p> <ul style="list-style-type: none">• Deliver great transactional products and services through operational excellence and a customer focus.• Support the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.• Continue to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.• Develop a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.• Create our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.
-------------------------------	--

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose	This role will provide technical support to our Manager, Vehicle Emission, Vehicle Engineers, Compliance Officers and customer facing teams on vehicle emissions and carbon dioxide (CO ₂) values required for the Low Emission Vehicles initiatives and other vehicle related Regulatory services or activities aligned to an area of high work demand.
-------------------------	--

Key relationships	Internal: <ul style="list-style-type: none">• Customer and Services• AML Compliance Officer• Te Rōpū Waeture Regulatory Services
--------------------------	---

- Financial Operations
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Businesses and Importers in the Motor Vehicle Industry
- Members of the Public
- KSDP's (Entry certifiers)
- Transport Representative Bodies
- Transport Regulators
- External Government Agencies
- Ministry of Transport
- Webstruxure

Dimensions

Location: Wellington, Palmerston North, Christchurch or Auckland

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:

Technical Accountabilities:

- Investigate and analyse technical issues relating to vehicle emissions, CO₂ and fuel consumption information
- Respond to technical enquiries relating to vehicle Regulatory services and activities
- Support all Vehicle Engineers and Compliance Officers with the response to technical enquiries from all customer-facing teams
- Identify areas of risk associated with vehicle-related Regulatory services and activities
- Identify trends across the vehicle-related Regulatory area and elevate issues to the team's engineers as appropriate
- Provide technical support and advice to internal and external customer facing teams on all procedural matters relating to vehicle-related Regulatory services and activities
- Provide Technical advice to external Government agencies
- Contribute to technical improvement reviews of vehicle-related Regulatory services and activities to drive willing compliance and quality Regulatory delivery
- Maintain standards and processes relating to the delivery of vehicle-related Regulatory services and activities
- Maintain data integrity relating to vehicle emissions, CO₂ and fuel consumption information in the systems and platforms we administer and operate
- Advise Senior Management and Policy on emissions related matters including policy development, responses to initiatives and industry activity
- Exercising a range of legislative powers under the Land Transport Act and associated regulations (e.g. Clean Car Discount, Clean Car Standard and Vehicle Efficiency and Emission Rule), fulfilling the statutory obligations of those acts

Collaborative relationship management:

- Work with stakeholders to understand their information needs and work with the Published Information and Quality Assurance team and others to provide better quality resources and information.
- Support the Principal Engineers in working with other Government agencies and departments across common areas of interest relating to vehicle emissions.
- Work with the Emissions Manager and Emission Team to understand their information needs and work with others to provide better quality resources and information.
- Form and maintain relationships with external government, key industry stakeholders and external vendors.

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 MĀIA 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 public service 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 hāpori, 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.

The value you will bring

Knowledge and experience:

- Strong analytical and systems thinking
- Proven ability in relationship management
- Strong regulatory framework understanding and demonstrated experience in interpreting and understanding regulations, sensing risk and applying sound judgement
- Recognised vehicle knowledge and applied regulatory experience

Qualifications:

- A minimum of five years' applied experience in the vehicle related regulatory area
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous
- Or equivalent to the above

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



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Team Manager Low Emission Vehicles (LEV)
Group:	Customer and Services
Reports to:	Manager Low Emission Vehicles
Band:	17
Date:	April 2024

Context

Our purpose *Waka Kotahi. Moving. Together*

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

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

As a Team Manager, this person will support the Manager LEV in the development and continuous improvement of operational policies, processes and procedures as they relate to the current and future Low Emission Vehicles initiatives. They will provide operational leadership through training and mentoring of LEV Officers, actively managing day-to-day task allocation and staff development. They will collaborate with the Vehicle Emissions Team and the Performance and Compliance Team on complex or escalated issues and operational and decision and delegations on behalf of the Director of Land Transport. The role will be AML verified.

Internal:

Key relationships

- Customer Operations
- Customer Services
- AML Compliance Officer
- Te Rōpū Waeture Regulatory Services
- System Leadership
- Financial Operations

External:

- Businesses in the Motor Vehicle Industry
- Importers of Motor Vehicles
- Members of the Public
- Vehicle Inspectors
- Customs

Dimensions

Size of business unit:	~7-10 team members
Indicative budget scope:	TBC
Delegations:	Refer to the NZTA Delegations Register
Location:	Wellington, Auckland, Christchurch, Palmerston North

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:

- Apply real-world, effective regulatory thinking and understanding of legislation to develop and maintain operational policies, processes, and procedures as the basis of training and consistent delivery of core functions that apply to the Low Emission Vehicles.
- Providing risk guidance and mentoring for the team, to help identify, resolve and address LEV compliance risks, and implement appropriate controls and processes in conjunction with the Manager LEV.
- Coach, lead and support the team to drive positive performance, culture and engagement in the Team and wider Waka Kotahi strategic intent.
- Manage the team's workload, prioritising and assisting workload balancing and queue management across the team
- Work closely with the Manager LEV to lead, mentor and coach Low Emission Vehicles Officers and Account Managers
- Act as an escalation point for complex or technical queries within the LEV Team, using their deep subject matter expertise, underpinned by the principles in Tū ake, tū māia
- Assessment of information against standards and evaluation criteria
- Attention to detail, thoroughness, and consistency when evaluating information
- Actively participate as a subject matter expert on projects and business initiatives
- Use influence without authority, demonstrating leaderful behaviors in developing and maintaining strong relationships with internal and external stakeholders
- Contribute to a positive, inclusive and energetic culture that aligns with the Customer Operations vision; creating a great place to work, a place that attracts and retains great people.
- Promote Tū ake, Tū māia and the principles of whakapono, manaakitanga, kotahitanga and whanaungatanga

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.

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), Whakaponono (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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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 public 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 āianei, 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:

- Experience in decision making in a regulatory environment
- Excellent attention to detail with an ability to assess complex detail
- Ability to develop solutions to complex problems using a range of analytical and problem-solving skills
- Can interpret and report on key performance metrics and risk indicators
- Strong understanding of relevant legislation, policy and technical information
- Excellent verbal and written communication skills
- Strong interpersonal skills which can be applied to internal and external stakeholders
- Demonstrated perseverance to achieve and exceed goals
- Able to mentor and coach others to lift team capability and capacity

Qualifications:

- Qualification in a relevant discipline (e.g. Law, Commerce, Business Administration) or equivalent experience
- New Zealand Certificate in Regulatory Compliance (core knowledge)

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



Position Description

Title: Technical Support Officer
Group: Customer and Service
Reports to: Manager Vehicle Emissions
Band: 15
Date: April 2024

Context

Our purpose ***Waka Kotahi. Moving. Together***
A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose

The purpose of the Customer and Services group is to:

- **Deliver** great transactional products and services through operational excellence and a customer focus.
- **Support** the effective operation of the land transport system by making transactional and backend services simple, easy to use and effective for the user.
- **Continue** to improve the experience of people who interact with Waka Kotahi and our services and products by driving efforts to assess and elevate areas where the customer experience can be optimised to make customer interactions consistent, simple, and positive experiences.
- **Develop** a service and back-end delivery capability to support effective and efficient operation of new and emerging functions for Waka Kotahi including licensing, ERP incentive schemes, National Ticketing, and Safety Camera Systems and ticketing.
- **Create** our customer and services strategy with others to deliver an integrated customer and user experience informed by understanding our customer requirements to advise the business on how we can strengthen our focus in this area.

These schemes are new Government initiatives that will reshape and electrify the country's vehicle fleet and help Aotearoa transition to carbon zero. Administering the Low Emission Vehicle schemes includes guiding and monitoring the external end user to set up, administer, manage and pay (where applicable) for their vehicles through a self-service portal. This role will sit within the Low Emission Vehicles (LEV) team, who are collectively responsible for delivering the transactional and remediation activities required to ensure compliance with the enabling and supporting Legislation.

Position purpose

This role will provide technical support to our Manager Vehicle Emissions, Engineers, Senior Technical Support Officer, Compliance Officers and customer facing teams on vehicle emissions and carbon dioxide (CO2) values required for the Low Emission Vehicles Programme and other vehicle-related Regulatory services and activities aligned to an area of high work demand. You will also research and verify, or otherwise, Emissions and CO2 claims from vehicle importers and sellers to maintain the robustness of Government CO2 greenhouse gas and harmful emissions reduction initiative.

Key relationships

Internal:

- Customer and Services Group
- Low Emission Vehicles Team
- Regulatory Services Group
- Waka Kotahi Corporate Support partners, including: Legal, Communications and Engagement, Research & Analytics and Policy.

External:

- Ministry of Transport
- Webstruxure
- KSDP's (Entry certifiers)
- Businesses in the Motor Vehicle Industry
- Transport Representative bodies
- Members of the Public

Dimensions

Location: Wellington, Palmerston North, Christchurch or Auckland

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:

Technical Accountabilities:

- Investigate and analyse technical issues relating to vehicle emissions, CO₂ and fuel consumption information
- Respond to technical enquiries relating to vehicle Regulatory services and activities
- Support all Vehicle Engineers and the operational teams with the response to technical enquiries
- Identify areas of risk associated with vehicle-related Regulatory services and activities
- Identify trends across the vehicle-related Regulatory area and elevate issues to the team's engineers as appropriate
- Maintain standards and processes relating to the delivery of vehicle-related Regulatory services and activities
- Maintain integrity of data relating to vehicle emissions, CO₂ and fuel consumption information in the systems and platforms we administer and operate

Collaborative relationship management:

- Work with the Manager Vehicle Emissions and Vehicle Emission Team to understand their information needs and work with others to provide better quality resources and information.
- Support the Engineers and Senior Technical Support Officer in working with other Government agencies and departments across common areas of interest relating to vehicle emissions.

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.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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 MĀIA *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.

More information on all the behaviours and standards are included in the Waka Kotahi Code of Conduct.

The value you will bring

Knowledge and experience:

- Analytical and systems thinking
- Proven ability in relationship management
- Regulatory framework understanding and demonstrated experience in interpreting and understanding regulations, sensing risk and applying sound judgement
- Recognised MVR knowledge

Qualifications:

- Experience in the vehicle related regulatory area is preferred
- New Zealand Certificate in Regulatory Compliance (core knowledge) is advantageous

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