

# Position Description

## Te whakaturanga o mahi

<b>Team Name</b>	Commercial Services - Fleet, Courier & Parking			
<b>Role Title</b>	Transport Admin Assistant			
<b>Reports to</b>	Transport Service Manager			
<b>Date</b>	29/01/2025	<b>Salary Band</b>	PSAA4	
<b>Location</b>	TPMH/Hillmorton	<b>Department</b>	Transport	
<b>Direct Reports</b>	nil	<b>Total FTE</b>	.8	
<b>Budget size</b>	<b>Opex</b>	nil	<b>Capex</b>	nil
<b>Delegated Authority</b>	HR	nil	Finance	nil

## About us

The Health System in New Zealand is entering a period of transformation as we implement the Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

<b>Wairuatanga</b>	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled".</i>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other</i>

		<i>safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

## Our Team Accountability

As a member of the Commercial Services, Fleet, Courier & Parking team, this role has shared accountability for:

- **Providing** an excellent customer experience for patients, staff and visitors to Te Whatu Ora Waitaha
- **Supporting** scoping, discovery and alignment to work the strategic requirements of Commercial Support
- **Fostering** a collaboration culture and connectedness across the team, organisation and wider health system.
- **Communicating** widely to be transparent in what we do and build trust in the services we provide
- **Growing** ourselves and our teams; embracing all opportunities for everyone to have access to further training or education internally and with nationally recognised training organisations.
- **Ensuring** we provide services that consider everyone's Wellbeing, Health & Safety

**This shared accountability will be exercised in support of the organisations commercial support strategy and operating model, whereby the commercial support team members lead the establishment, development and maintenance of the services we provide**

## Expected Outcomes / Activities – Team Specific

- **Empowering** others to act by leading and coaching others to participate in the decision making for the provision of Fleet, Courier and Parking services
- **Stimulating** innovation and create immediate wins.
- **Fostering** a positive culture by developing successful relationships with customers and enabling the team to do the same.
- **Counselling, coaching, mentoring** and demonstrating ambitious standards of personal and team attitude; acting immediately to resolve issue and complaints.
- **Monitoring** the quality of decision that may impact on patient safety and escalating for additional guidance making where required.
- **Communicating** effectively with stakeholders both external and internal to provide best practice services

## My Role Responsibilities

**POSITION STATEMENT:** The Transport Admin Assistant is responsible for providing support to the Transport manager (Fleet, Parking & Courier) to effectively manage the HNZ Canterbury Fleet, Parking & Courier administration needs in order to ensure assets and services are operating at a consistently high level of service and supply. Liaising with stakeholders both internal and external to provide a high consistency of service for the maintenance of the fleet, provision of car parking access and a professional level of communication to all.

<b>Key Outcomes Area</b>	<b>Expected Activities / Performance Indicators – Position Specific</b>
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<b>Service Planning</b>	Ensuring vehicles are available, serviced and maintained when required Providing professional and timely communication to affected users parking access open and transparent to all
<b>Communications</b>	Liaising with all stakeholders for desired results that add to the health care of the community by managing the daily requirements for vehicle servicing, transport (taxi) requirements and assisting in providing parking resources.
<b>Data Recording</b>	Updating Fleet Management software data, including invoices, WOFs, licenses, vehicle registrations Ensuring driver registrations, licenses and NZTA driver consent forms are recorded Managing car park waiting lists and access requests
<b>Problem Solving</b>	Creating and developing ongoing solutions to assist staff in their work-related Fleet, Parking and courier needs.
<b>OUTCOMES AREA</b>	Timely processing and reconciling of: <ul style="list-style-type: none"> <li>– Licensing</li> <li>– Invoices</li> <li>– Vehicle/Transport requests</li> <li>– Service requests</li> <li>– Parking inquiries</li> </ul> General inquiries
<b>OTHER</b>	– Performing other duties considered to be within the scope of this role as agreed by you and your manager.

## My Capability

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
<b>Cultural Responsiveness</b>	Works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the organisational vision of ensuring equitable outcomes for Māori.
<b>Enhancing People Performance</b>	Improves performance and brings out the best in people; to deliver high quality results for patients.
<b>Enhancing Team Performance</b>	Builds cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
<b>Achieving Through Others</b>	Effectively delegates and maintains oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
<b>Identifying and Developing Talent</b>	Encourages and support diversity and build the people capability required to deliver outcomes.

<b>Self-Aware</b>	Understands their impact on others and strengthen personal capability over time.
<b>Engaging others</b>	Shows composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
<b>Resilient and Adaptive</b>	Seeks and integrates ideas, information, and different perspectives.
<b>Honest and Courageous</b>	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

### My Qualifications, Experience, Knowledge, Skills:

You will have:	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>– Administration experience with good MS Office skills incl EXCEL, Data Entry and Organisational skills</li> <li>– Accurate data processing ability and attention to detail</li> <li>– Excellent communications skills within a high stress environment.</li> <li>– Demonstrated experience of working within a Te Ao Māori environment and understanding Tikanga Māori, and/or experience working within a bicultural context with diverse communities and/or organisations</li> <li>– Full Drivers Licence Manual and Auto</li> </ul> <p><b>Desired</b></p> <ul style="list-style-type: none"> <li>– Fleet and or Parking management experience</li> <li>– P endorsement on license</li> <li>– Experienced in dealing with the daily demands and expectations of a fleet/parking operation</li> </ul>
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### Key Relationships to Nurture

Internal	External
<ul style="list-style-type: none"> <li>– Vehicle users</li> <li>– Key holders</li> <li>– Service managers</li> <li>– Drivers</li> <li>– Commercial Portfolio Manager/GM</li> </ul>	<ul style="list-style-type: none"> <li>– Vehicle Maintenance service providers</li> <li>– NZTA</li> <li>– Wilsons Parking</li> <li>– Insurance brokers</li> <li>– Outsourced Temp providers</li> <li>– Contracted Taxi providers</li> </ul>

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*