

# Position description



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Position: Supervising Vehicle Inspector  
Location: Mt Wellington  
Business Unit: Operations  
Reporting to: Manager – Auckland Airport & Mt Wellington  
Dated: April 2021

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## Our Vision

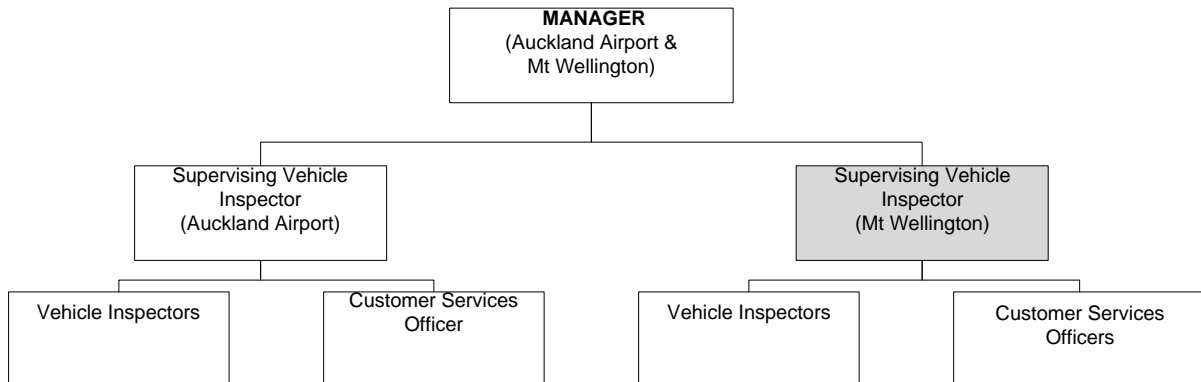
To be New Zealand’s first choice for vehicle inspections.

## Our Mission

To deliver the highest standard in vehicle inspection, industry expertise and innovation.

## Our Values

- Leadership* – We have courage to shape a better future
- Teamwork* – We are one team working together
- Culture* – We enjoy what we do
- Professionalism* – What we do we do well
- Communication* – We listen to and respect each other



## POSITION PURPOSE

Responsible, as a supervising senior member of the Vehicle Inspection team within the site location and as part of the Operations team of Vehicle Inspection New Zealand Ltd (VINZ), by meeting contractual commitments to both clients and NZTA.

Supervise, coach and mentor inspection and administrative staff members as an integral part of the performance and development review process to achieve a professional experience for all customers/clients/key stakeholders, maintaining an efficient and accurate flow of vehicles through the entire inspection process.

## KEY RESPONSIBILITIES

- Supervise the day to day operation of the vehicle inspection activities to maximise productivity, be cost-effective, timely in delivery of services (within quality and safety standards), proactive and business focused operating within the principles of VINZ.
- Carry out WoF and/or CoF A and/or CoF B and/or PSV vehicle testing in accordance with individual level of competence and Waka Kotahi (NZTA) standards and if applicable certification on a day-to-day basis.
- Support the Manager as the supervising vehicle inspector with the operations of vehicle testing within the vehicle testing facility on a day-to-day basis.
- Ensure full compliance with all aspects of the contractual relationship with Waka Kotahi (NZTA).
- Maintain and develop good working relationships with clients and customers.
- Support and assist the Manager with the recruitment process and together ensure there is a sufficient level of well qualified staff to deliver effective and efficient services to all customers (internal and external).
- Provide effective and efficient coaching and mentoring utilising level of skills and experience (with an emphasis on development and support) that is consistent with VINZ best practice principles.
- Support the Manager to ensure that staff performance is recognised, rewarded and poor performance challenged and corrected.
- As a coach and mentor ensure that the staff receive the necessary training, learning and career development.
- In consultation with the Manager undertake the performance management and development review processes and that progress is monitored to meet KPI's set.
- Ensure vehicle inspectors, CSO's and where applicable, Vinning and Compliance Assistants are completing ongoing remedial training and information sharing of the VIRM as appropriate.
- Teamwork fostered.
- Assist the Manager with the management of all annual leave, sick leave and staffing roster.
- Assist the Manager to ensure systems and operational processes are used to improve operating efficiencies, decision making and interface with customers.
- Ensure company assets are well cared for, properly maintained, calibrated and kept secure.
- Maintain stock control of WoF/CoF books, overlays etc. including cleaning expense and consumables such as stationery/light equipment.
- Support the Manager with supervision of site and PRS of site, internal reviews, maintaining records, updating VNet with training and improvement records and follow up after Waka Kotahi PRS Reviews.
- Liaise with the Learning & Development Specialist to ensure that Waka Kotahi (NZTA) Authorities are included in the LITMOS Training Record.
- Ensure that all areas of the vehicle inspection facility including customer and staff areas, and inspection areas are well maintained.
- Ensure all inspection pits (if applicable) and associated equipment and/or vehicle hoists are operating effectively and safely to ensure an efficient flow of vehicle inspection processing.
- Take a pride in the workplace by ensuring the site is always clean and tidy reflecting a professional image.
- Ensure compliance with VINZ standards and policies.
- Delegations and authorisations are complied with as specified in VINZ policy.
- Enthusiasm and ideas are contributed.
- Ensure the entire team is supported in accordance within the principles of VINZ.

### **Administration and Cashiering Support**

Supervise and provide general administration support and assistance as and when required for the Customer Services Officer/s by understanding and being capable of performing the following functions and duties;

- enter transport data into the Landata system and finance data into the VINZ accounting system correctly, taking responsibility for the accurate receipting and accounting of all monies received.
- data entry to the Landata system for VIN, certification and safety inspection, if applicable.
- archive all relevant documentation completed on a daily basis.
- assist with reception duties as and when required.

### **Customer Service Delivery**

- Provide professional services to all customers, (both internal and external) meeting or exceeding the service delivery standards set by VINZ.
- Reflect a positive, friendly and professional attitude in an ethical manner handling any complaints and if necessary, referring to the Manager.
- Inquiries and telephone calls are responded to promptly.
- Maintain a team approach ensuring it is adopted to aid co-operation with clients/customers and work colleagues.
- Ensure arrangements are made for administrative service delivery in the absence of the SSM.

### **Working in a health and safe way**

- Ensure good health is maintained through safe work practices.
- Awareness of one's physical capabilities.
- Be responsible for your own and the team's health and safety at work in accordance with the Health and Safety at Work Act 2015 and in conjunction with VINZ occupational safety and health policies and guidelines as modified from time to time.
- Act as a role model for developing and maintaining a "Safety First," culture
- Report any work-related accident claims, incidents (including near misses), in accordance with VINZ Health and Safety policy and procedures.
- Assist the Manager with any rehabilitation programmes involving a staff member returning to work following time off due to injury or illness.
- Ensure that any Personal Protective Equipment (PPE) including clothing, footwear (uniform) supplied by the company is worn and correctly used.
- Early sign of any health-related symptoms report to the Manager or in his/her absence the Regional Manager as appropriate.

### **Personal Development**

- Proactively involve yourself in self-improvement programmes.
- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed in consultation with the Manager.
- Commitment to continuous improvement methods and to increasing skill-based knowledge.

### **Discretionary Decision Making**

As Supervising Vehicle Inspector the role requires a person who is highly skilled in the areas of vehicle inspection including light/heavy certification, customer engagement, administrative functions including determining and agreeing customer segment needs and values, articulating these to the Manager to ensure that service delivery is designed to meet Waka Kotahi (NZTA) requirements. Provide support to the Manager and team members with information and advice on any issues in line

with company best practices, VINZ policy, goals and objectives and legislative/contractual requirements. Be responsible for day-to-day operations within compliance activity, making decisions that impact on legal compliance and overall image of VINZ.

Be responsible for the decisions made and advice given as the results may impact on VINZ significantly in terms of legal liability, costs and overall image. Following detailed research by the Supervising Vehicle Inspector any recommendations made to the Manager is where the final decision is made. The impact of that decision rests entirely with the Manager.

### **Position Description Scope of Duties**

As Supervising Vehicle Inspector this role will evolve over time, the job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, including duties reasonably within their experience and capabilities as may be from time to time be assigned.

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### **WORKING RELATIONSHIPS**

#### **Internal:**

- Chief Executive Officer & SLT Members
- People & Capability Advisor
- Learning & Development Specialist
- Health & Safety Specialist
- Finance team
- Staff

#### **External:**

- Clients and Customers
- Waka Kotahi (NZTA)
- WorkSafe
- ACC
- MOT
- Key stakeholders

### **DELEGATIONS**

As per VINZ delegations framework

### **LEAD**

**Direct:** 11.75

Vehicle Inspectors (9)

Customer Service Officers (2.75)

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## IDEAL PERSON SPECIFICATION

### Knowledge, Skills and Experience (including Technical Competencies)

#### ***Essential***

- 5+ years automotive trade experience.
- Sound knowledge of vehicle inspection including light/heavy vehicle certification, the legislative framework within which the industry operates.
- Demonstrates solid working knowledge and understanding of all relevant legislation.
- Proven customer service and interpersonal relationship skills
- Sound understanding of Risk Management and its application.
- Ability to work unsupervised, be motivated and can take the initiative.
- Flexible, adaptable and enjoys challenge and change.
- Professional experience in the delivery and management of projects.
- Proven ability in developing trust, confidence, and credibility.
- Clear and concise written communication skills including report writing, and excellent oral communication skills.
- Developed an understanding of IT, digital and analytical skills.
- Relationship management skills across all levels.
- Well-developed and methodical organisational skills.
- Displays a business acumen so can understand VINZ's requirements and translate these into practical solutions.
- Current drivers' licence

#### ***Desirable***

- Work experience in a workshop environment.
- Management and/or supervisory experience.
- Familiarity with vehicle light and/or heavy compliance within the automotive industry.

#### **Qualifications:**

#### ***Essential***

- Trade or allied trade qualification (i.e. automotive technician, diesel mechanic or other relevant trade).
- (WoF and CoFA/B Waka Kotahi (NZTA) certification.

#### ***Desirable***

- National Certificate or Diploma to level 4 or above in relevant trade (engineering or automotive services).
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POSITION DESCRIPTION PREPARED BY:

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David Law, Manager - People & Capability

AUTHORISED BY:

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Sean Stevens, Chief Executive Officer

PEOPLE AND CAPABILITY AUDIT BY:

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David Law, Manager – People & Capability

Current job holder:

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Date: April 2021