

## POSITION DESCRIPTION

<b>TITLE OF POSITION:</b>  <b>Senior Vehicle Inspector - Compliance</b>	
<b>REPORTS TO:</b> Site Services Manager – Sydenham	<b>DATE:</b> 2 March 2017

### PURPOSE OF POSITION:

1. **Accountable, as a senior member of the Vehicle Inspection team within the branch and/or 'off-site' for the WOF/COFa and/or COFb and/or compliancing of vehicles as part of the Operations team of Vehicle Inspection New Zealand Ltd (VINZ), by meeting contractual commitments to both clients and NZTA.**
2. **Maintain required customer service standards; assist the Site Services Manager with vehicle inspection staff (including Vinning and Compliance Assistants) to ensure they are trained, motivated and proficient to support the Auckland to maximise business performance and objectives.**
3. **Ensure the organisation's policies, safety and quality assurance standards are met.**
4. **Provide professional services, promoting VINZ as a major national provider of vehicle testing in New Zealand.**
5. **Promote business best practices within the 'off sites' or 'compliance centres' and throughout VINZ.**
6. **Assist the Site Services Manager in coaching and mentoring inspection staff members as an integral part of the performance and development review process.**
7. **Ensure equal employment opportunity principles are contained within VINZ processes.**
8. **Carry out other duties as and when required.**

### KEY RESULT AREAS

1. Operational Support
2. Staffing
3. Employee Relations
4. Occupational Health and Safety
5. Working in a Healthy and Safe Way
6. Risk Management
7. Customer Service Relationships
8. Personal Development

## ACCOUNTABILITIES

### 1. Operational Support

**Assist the Site Services Manager in 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.**

#### **Key Outcomes**

- Assist the Site Services Manager with the operations of vehicle testing within the assigned 'off-sites' and/or 'compliance centres' on a day to day basis including undertaking vehicle inspections in accordance with job holder's level of authority.
- Obtain maximum efficiencies from vehicle inspection staff in terms of productivity, quality and output through acting as a coach and mentor.
- Ensure compliance with all aspects of the contractual relationship with NZTA.
- Monitor the MR2A Reprints at site level and maintain job holders own records.
- Assist the Site Services Manager by maintaining and developing good working relationships with compliance site owner/operators.
- Ensure company assets are well cared for, properly maintained, calibrated and kept secure.
- Assist the Site Services Manager with stock control of WoF/CoF books, overlays etc. including cleaning expense and consumables such as stationery/light equipment.
- Assist the Site Services Manager with all aspects of workflows so that resources, support and guidance are available as and when required.
- Support the Site Services Manager with supervision of PRS of site, internal reviews and staff, maintaining records, updating intranet with training and improvement records and follow up after NZTA PRS Reviews.
- Assist the Site Services Manager to ensure that all areas of the vehicle inspection facility including customer and staff areas, and inspection areas are well maintained.
- Support the Site Services Manager to 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.
- Support the Site Services Manager to ensure that the inspection area is clean & tidy at all times.
- Support the Site Services Manager to ensure compliance with VINZ standards and policies.
- When requested provide a report to the Site Services Manager on and monitor the achievement or otherwise of the operations of vehicle testing (including winning and compliance activities) productivity results.
- Delegations and authorisations are complied with as specified in VINZ policy.
- Enthusiasm and ideas are contributed.
- Ensure the vehicle inspection team - compliance is supported in accordance within the principles of VINZ.

#### **Performance Indicators**

- Regular reporting to Site Services Manager.
- Corrective action taken where and when necessary.
- Quality standards audit.
- NZTA Key Performance Indicators.
- Reviews by Auckland and National Manager Delivery.
- Customer/client satisfaction

## 2. Staffing Assistance and Support

**Support and assist the Site Services Manager, to provide a sufficient level of well qualified staff to deliver effective and efficient services to all customers (internal and external). Build up and support the Site Services Manager to provide a first class vehicle testing facility. 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.**

### Key Outcomes

- Assist the Site Services Manager when required in the effective recruitment, selection and ongoing training of staff in accordance with VINZ policies and legislative requirements.
- Assist the Site Services Manager with monitoring start and finish times as well as ensuring adherence to the staffing roster.
- Coach and mentor staff to ensure that they receive the necessary training and career development.
- Assist the Site Services Manager to ensure vehicle inspectors, vinning and compliance assistants are completing ongoing remedial training and information sharing of the VIRM.
- Teamwork fostered.
- Assist the Site Services Manager in the management of all annual and sick leave.
- Provide the Site Services Manager with any advice and information to ensure a safe and healthy work environment.
- Assist the Site Services Manager to ensure systems and operational processes are used to improve operating efficiencies, decision making and interface with customers.
- Performance management and development review processes and progress monitored.

### Performance Indicators

- Positive feedback from internal and external customers.
- Good staff morale.
- A realistic work programme that is reviewed regularly.
- Staff turnover/absenteeism/grievances.
- Availability of fully trained staff.
- Legislative policy breaches.
- Service delivery levels achieved.
- Performance and development review processes fully utilised.
- Legislative compliance.
- Annual and sick leave managed.
- Accuracy and completeness of documents and reports.

## 3. Employee Relations

**Promote effective employee relations by maintaining open communications with all vehicle inspection and operational staff by facilitating human resources best practice methods in line with VINZ plans, goals and objectives.**

### Key Outcomes

- Actively participate in regular 'tool box' meetings to ensure that there is open informative communication on all employment related issues including health and safety and risk management.
- Support and assist the Site Services Manager when requested with any personal grievances/disputes to ensure they are resolved in accordance with VINZ policy.
- Key relationships fostered and maintained.

### Performance Indicators

- Compliance with policy and legal requirements.
- Effectiveness of communication.
- Evidence of effective 'tool box' meetings.
- Impact resulting from any personal grievances.
- Degree of assistance provided.
- Feedback from staff and Site Services Manager
- Cost effectiveness.

#### **4. Occupational Health and Safety**

**As part of VINZ Health and Safety Policy assist the Site Services Manager to ensure that the implementation of all its policies and procedures promoting good health and well-being is maintained through safe work practices.**

##### **Key Outcomes**

- Assist the Site Services Manager to ensure compliance with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Operational Policies and Procedures.
- As a senior member of the vehicle inspection team take a leadership role by proactively through involvement and continued reinforcement of safe behaviour among employees.
- Assist the Site Services Manager to ensure vehicle inspection staff have read and are aware of VINZ Health and Safety Manuals/Booklets, policy and procedures.
- Assist the Site Services Manager to ensure that First Aid Certificates are current and up to date.
- Assist the Site Services Manager to maintain and administer all work related accident claims, files and supporting documentation in accordance with VINZ Health and Safety policy and procedures.
- Keep the Site Services Manager informed of any claims, progress, issues and risks.

##### **Performance Indicators**

- Loss time injuries and statistics.
- ACC claims.
- MBIE - OSH requirements – Hazard register.
- Policies and procedures complied with and compliance checks completed.
- All work related accidents, near misses reported and monitored.
- Any safety manuals, registers and safety information are correct and current.

#### **5. Working in a Healthy and Safe Way**

**Ensure good health is maintained through safe work practices.**

##### **Key Outcomes**

- Awareness of ones physical capabilities.
- Be responsible for your own 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.
- Early sign of any health related symptoms report to the Site Services Manager as appropriate.

##### **Performance Indicators**

- Maintain a general level of fitness to reflect nature of the work.
- Use ergonomic equipment as provided.

#### **6. Risk Management**

**Systematically applies risk management policies, procedures and practices to the identification, analysis, evaluation, treatment and monitoring of those risks that could prevent VINZ from achieving its strategic or operational objectives or plans or from complying with any legal obligations.**

##### **Key Outcomes**

- Projects, policies and procedures include clear reference to applicable risks.
- Identified risks and their assessment, control, treatment and recorded.
- Management of risks reported to the Site Services Manager
- Risk Management regularly discussed at team meetings
- All legal obligations are complied with.

##### **Performance indicators**

- Risks identified managed and recorded.
- Compliant.

#### **7. Customer Service Relationships**

**Provide professional services to all customers, meeting or exceeding the service delivery standards set by VINZ or expected by each customer.**

**Key Outcomes**

- Excellent customer service is provided at all times
- A positive, friendly and professional attitude is demonstrated
- Inquiries and telephone calls are responded to promptly.
- Respond to and investigate all complaints from customers and clients relating to vehicle inspection.
- Advise the Site Services Manager of the complaint and the outcome of the investigation ensuring that all complaints are recorded.
- A team approach is adopted to aid co-operation with customers and colleagues
- Arrangements are made for service delivery in your absence
- Any customer transaction histories are updated.

**Performance Indicators**

- Customer feedback
- Promptness and manner of telephone service
- Efficiency and accuracy of inquiries answered either verbally or in writing
- Audits of correspondence.

**8. Personal Development**

**Proactively involve yourself in self-improvement programmes.**

**Key Outcomes**

- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed annually in consultation with the Site Services Manager
- Responsibility is taken for your own health and safety at work
- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

**Performance Indicators**

- New skills/knowledge demonstrated by use.
- New projects completed.
- Time spent in training and development.
- Participation in Health and Safety seminars and training sessions.

**DISCRETIONARY DECISION MAKING**

As Senior Vehicle Inspector - Compliance of VINZ the role requires a person who is skilled and qualified in the areas of vehicle inspection - compliance, customer engagement, determining and agreeing customer segment needs and values, articulating these to the Site Services Manager and to ensure that service delivery is designed to meet those requirements. Provide the Site Services Manager and vehicle inspection staff with information and advice on any issues in line with company best practices, VINZ policy, goals and objectives and legislative/contractual requirements. Assist the Site Services Manager with day to day activities and making decisions that impact on the overall image of VINZ.

The Senior Vehicle Inspector – Compliance is responsible for the decisions made and advice given as the results may impact on VINZ significantly in terms of costs and overall image. Following detailed research any recommendations made to the Site Services Manager is where the final decision is made. The impact of that decision rests entirely with the Site Services Manager and/or the National Manager - Delivery.

**AUTHORITIES**

Amount of discretionary spending within budget on any single contractual item	\$Nil
Authority to approve capital expenditure or to commit to long term contracts.	No
Able to recruit	No
Able to approve overtime	No
Able to discipline direct reports within established procedures	No
Able to dismiss staff	No

## RELATIONSHIPS

### EXTERNAL TO ORGANISATION

Accident Compensation  
Commission  
MBIE  
Compliance Centres  
Suppliers  
Key clients  
MOT  
NZTA

### INTERNAL TO ORGANISATION

Chief Executive Officer  
National Manager - Delivery  
National Manager - Commercial  
Regional Managers  
Human Resources Manager  
Human Resources Advisor  
Technical Compliance Specialist  
Quality & Technical Manager  
Quality & Technical Specialist  
Payroll  
Staff

### COMMITTEES/GROUPS

## LEADS

### DIRECTLY

**Title:**

Nil

### INDIRECTLY

**Title:**

Act as Coach and Mentor to Vehicle  
Inspection staff including Vinning and  
Compliance Assistants

## IDEAL PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
<b>EDUCATION</b>	Trade or allied trade qualification (i.e. mechanic, panel beater, automotive electrical, or other relevant trade).	
<b>EXPERIENCE</b>	<p>5+ years' experience in a senior role in a relevant trade related position</p> <p>Trade qualified with WOF, COFa/COFb and/or Entry certification.</p> <p>Knowledge of the legislative framework within the automotive industry, particularly the inspection regime and COF and/or WOF and Entry Certification inspection.</p>	<p>Previous proven experience within a vehicle testing facility and in particular compliancing.</p> <p>Supervisory experience.</p>
<b>SPECIAL SKILLS</b>	<p><b>Cultural</b> – a demonstrated commitment to the understanding of other social, religious and values of different cultural and ethnic groups in NZ.</p> <p><b>Analysis</b> – secures relevant information, identifies key issues/relationships and compares data from different sources.</p> <p><b>Communication</b> – expresses ideas effectively using language and terminology to suit the audience.</p> <p><b>Customer Service</b> – proactive in developing customer relationships. Understands customer requirements.</p> <p><b>Initiative</b> – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.</p> <p><b>Negotiation</b> – explores alternatives, reaches outcomes that gain all parties acceptance.</p> <p><b>Work management</b> – establishes course of action for self, plans assignments and allocates appropriate resources.</p> <p><b>Teamwork</b> – works effectively with others, respects needs and contributions of others, contributes to and accepts consensus.</p>	

JOB DESCRIPTION PREPARED BY: .....  
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AUTHOURISED BY: .....  
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HUMAN RESOURCES AUDIT BY: .....  
David Law, Human Resources Manager

JOB HOLDER: .....

DATE: March 2017