


POSITION DESCRIPTION

TITLE OF POSITION: Senior Vehicle Inspector	
REPORTS TO: Site Services Manager (SSM)	DATE: 4 July 2016

PURPOSE OF POSITION:

1. **Accountable, as a senior member of the Vehicle Inspection team within the site and/or 'off-site' for the WOF/COFa and/or COFb and/or compliancing of vehicles where applicable 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 SSM with vehicle inspection staff to ensure they are trained, motivated and proficient to support the SSM 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 Vehicle testing facilities including 'off sites' or 'compliance centres' throughout VINZ.**
6. **Assist the SSM in coaching and mentoring inspection staff members and Customer Services Officers 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

Carry out vehicle inspections and assist the SSM 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

- Carry out WOF and/or COFa and/or COFb and/or PSV vehicle testing in accordance with individual level of competence and NZTA standards and if applicable certification sites on a day to day basis.
- Assist the SSM with the operations of vehicle testing within the vehicle testing facility 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.
- Support the site staff with retail sales (i.e. oil and other accessories) as determined by VINZ from time to time to meet expected sales targets.
- Ensure compliance with all aspects of the contractual relationship with NZTA.
- Assist the SSM by maintaining and developing good working relationships with clients and customers.
- Ensure company assets are well cared for, properly maintained, calibrated and kept secure.
- Assist the SSM with stock control of WoF/CoF books, overlays etc. including cleaning expense and consumables such as stationery/light equipment.
- Assist the SSM with all aspects of workflows so that resources, support and guidance are available as and when required.
- Support the SSM with supervision of site and 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 SSM to ensure that all areas of the vehicle inspection facility including customer and staff areas, and inspection areas are well maintained.
- Support the SSM 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 SSM to ensure that the inspection area is clean & tidy at all times.
- Support the SSM to 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 vehicle inspection team is supported in accordance within the principles of VINZ.

Performance Indicators

- Corrective action taken where and when necessary.
- Quality standards audit.
- NZTA Key Performance Indicators.
- Reviews by Site Services Manager and/or Manager – Compliance Services and Regional Manager.
- Customer/client satisfaction

2. Staffing Assistance and Support

Support and assist the SSM, (when required) to ensure there is a sufficient level of well qualified staff to deliver effective and efficient services to all customers (internal and external). Build up and support the SSM 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 SSM when required in the effective recruitment, selection and ongoing training of staff in accordance with VINZ policies and legislative requirements.
- Assist the SSM 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 SSM to ensure vehicle inspectors, and where applicable, vinning and compliance assistants are completing ongoing remedial training and information sharing of the VIRM.
- Teamwork fostered.
- Assist the SSM in the management of all annual and sick leave.
- Provide the SSM with any advice and information to ensure a safe and healthy work environment.
- Assist the SSM to ensure systems and operational processes are used to improve operating efficiencies, decision making and interface with customers.
- Support and assist the Customer Service Officers' to ensure that VINZ services are maintained.
- Performance management and development review processes and progress monitored to meet KPI's set.

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.
- 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 SSM 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 Service Managers'
- Cost effectiveness.

4. Occupational Health and Safety

As part of VINZ Health and Safety Policy assist the SSM 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 SSM 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 proactive involvement and continued reinforcement of safe and healthy behaviour among employees.
- Assist the SSM to ensure vehicle inspection staff have read and are aware of VINZ Health and Safety Manuals/Booklets, policy and procedures.
- Assist the SSM to ensure that First Aid Certificates are current and up to date.
- Assist the SSM 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 SSM 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 SSM 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 SSM.
- 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 SSM 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 SSM.
- 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 of VINZ the role requires a person who is skilled and qualified in the areas of vehicle inspection, customer engagement, determining and agreeing customer segment needs and values, articulating these to the SSM to ensure that service delivery is designed to meet those requirements. Provide the SSM 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 SSM with day to day activities and making decisions that impact on the overall image of VINZ.

The Senior Vehicle Inspector 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 as Senior Vehicle Inspector any recommendations made to the SSM is where the final decision is made. The impact of that decision rests entirely with the SSM and/or the Regional Manager.

AUTHORITIES

Amount of discretionary spending within budget on any single contractual item Without reference to SSM or Regional Manager.	\$Nil
Authority to approve capital expenditure or to commit to long term contracts.	No
Able to recruit without reference to SSM or Regional Manager	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
Quality & Technical Manager
Technical Specialists
Payroll
Staff

COMMITTEES/GROUPS

VINZ Board members

LEADS

DIRECTLY

Unless acting as Site Services
Manager in his/her absence

INDIRECTLY

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

IDEAL PERSON SPECIFICATION

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

JOB DESCRIPTION PREPARED BY:
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JOB HOLDER:

DATE: July 2016