

Position description



Position:	Manager – Compliance Services (Northern)
Location:	Auckland
Business Unit:	Operations
Reporting to:	Regional Operations Manager – North Island
Dated:	January 2021

Our Vision

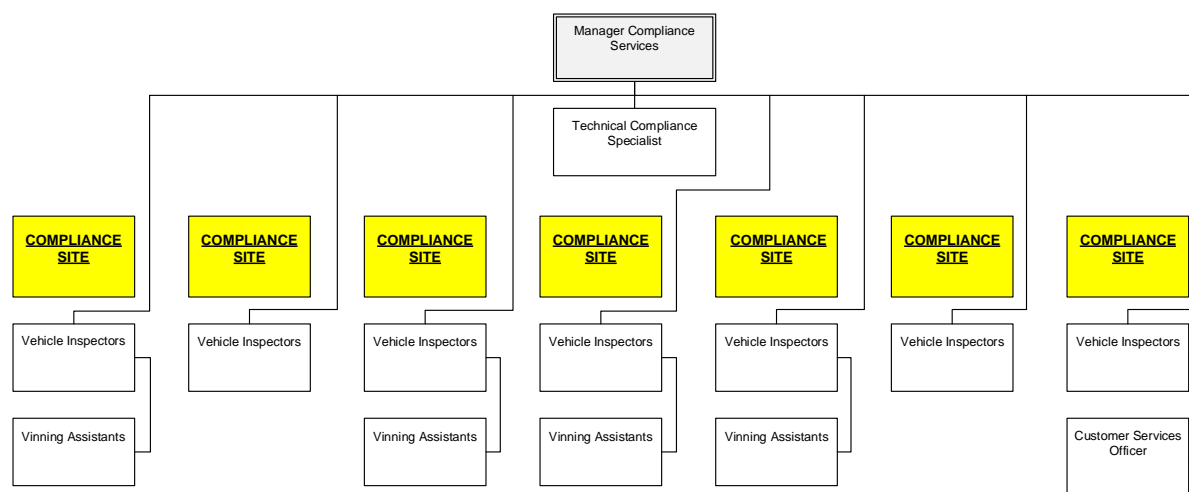
To be New Zealand's first choice for vehicle inspections.

Our Mission

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

Our Values

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



POSITION PURPOSE

- Manage the operations of Vehicle Inspection New Zealand Ltd (VINZ) light entry certification in the North Island by meeting contractual commitments to both clients and NZTA, maintaining required customer service standards and ensuring staff are trained, motivated and proficient so that compliance achieves its business performance, financial targets and business plan objectives.
- Take a proactive involvement in compliance activities throughout other areas supporting managers to meet contractual commitments, financial targets and business plan objectives.
- Take an active management role to ensure the company's policies, safety and quality assurance standards are met.

- Provide professional services, promoting VINZ as a major national provider of vehicle testing in New Zealand.
- Promote business best practices within the branch and throughout VINZ.
- Manage, coach and mentor staff members as an integral part of the performance and development review process.
- Ensure equal employment opportunity principles are contained within VINZ processes.
- Carry out other duties as and when required.

KEY RESPONSIBILITIES**Compliance management**

- Manage the day-to-day operation of Compliance (light entry certification) 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.
- Ensure compliance with all aspects of the contractual relationship with NZTA.
- Plan all aspects of workflows so that resources, support and guidance are available as and when required.
- Ensure compliance with VINZ standards and policies.
- Manage, report on and monitor the achievement or otherwise of the branch's productivity results.
- Delegations and authorisations are provided for as specified in VINZ policy.
- Monthly reports are submitted to the Regional Operations Manager detailing progress against Operations Business Plan.
- Full participation in the management of VINZ services is embraced as a member of the management team.
- Enthusiasm and ideas are contributed.

Team Leadership and Staff Management

- Provide a sufficient level of well qualified staff to provide effective and efficient services to all customers (internal and external).
- Build and lead a team that takes pride in ensuring full compliance on all light entry certified vehicles.
- Provide effective and efficient staff management (with an emphasis on people management and support) that is consistent with VINZ best practice principles.
- Working in association with People & Capability and the Regional Operations Manager ensure effective recruitment, selection and ongoing management of staff in accordance with VINZ policies and legislative requirements.
- Training programmes implemented within budget for staff as required.
- Commitment to staff demonstrated by their training and development.
- Teamwork fostered.
- Staff performance is recognised, rewarded and poor performance challenged and corrected.
- Action as appropriate any rehabilitation programmes and/or alternative work programmes to ensure they are implemented for staff as required.
- Ensure equal opportunity principles are contained within site processes.
- Advice and information provided to ensure a safe and healthy work environment.
- A team with clear sets of objectives and direction that is results focussed.
- All 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.
- Promote effective employee relations by maintaining open communications with all staff by facilitating human resources best practice methods in line with VINZ plans, goals and objectives.
- Individual Employment Agreements are signed and in accordance with VINZ policy.

- In conjunction with the Regional Operations Manager ensure any personal grievances/disputes resolved in accordance with VINZ policy.
- Key relationships fostered and maintained.
- Staff are informed of rights, obligations and responsibilities in the employment relationship.

Sales and Marketing

- Pro-actively manage key account relationships with compliance centres and promote the image of VINZ within the compliance team for all major clients both in the vehicle trade and central government and any other important external organisations so as to achieve market growth and meet marketing and business plan objectives.
- Obtain new clients through actively networking and other business groups.
- Regular liaison with key customers including compliance centres.
- An understanding of local markets.
- Foster and maintain regional contacts.
- Actively seek to grow market share of businesses.
- Aim to increase revenue by type and delivery of service.
- Keep an accurate record of market trends in the area and report to Regional Operations Manager as part of monthly reporting.
- Take a national approach to the promotion of VINZ through a consistent approach.

Health, Safety and Wellbeing

- As part of VINZ Health and Safety Policy ensure that the implementation of all its policies and procedures promoting good health and well-being is maintained through safe work practices.
- Ensure compliance with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Operational Policies and Procedures.
- Develop and maintain a close liaison with the Health & Safety Specialist.
- Confirm and acknowledge work-related accidents.
- Ensure all staff are inducted and have read and understood VINZ Health and Safety policy /procedures.
- Maintaining and administering all work-related accident claims, incident reports (including near misses), files and supporting documentation in accordance with VINZ Health and Safety policy and procedures.
- Keep the Regional Operations Manager informed and included in any claims, progress, issues and risks.
- Partner with the 'off-site' compliance owners (i.e. PCBU's) as to their Health & Safety policies and procedures to ensure the safety and welfare of VINZ employees while working on their premises.
- Act as a role model and champion for developing and maintaining a "Safety First," culture.
- Ensure personal good health is maintained through safe work practices.
- Awareness of one's 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 Regional Operations Manager as appropriate.
- Responsibility is taken for your own health and safety at work.

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 annually in consultation with the Regional Operations Manager.

- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

Discretionary Decision Making

As Manager – Compliance Services (Northern) of VINZ, the role requires a person who is highly skilled in the areas of light entry certification, customer engagement, determining and agreeing customer segment needs and values, articulating these to the Regional Operations Manager to ensure that compliance service delivery is designed to meet those requirements. Provide the Regional Operations Manager and staff 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 activities within compliance activity, making decisions that impact on legal compliance and overall image of VINZ.

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 Manager, Compliance Services - Northern, a recommendation is made to and discussed with the Regional Operations Manager where the final decision is made. The impact of that decision rests entirely with the Regional Operations Manager.

Position Description Scope of Duties

As the Manager, Compliance Services – Northern 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, and such other duties reasonably within their experience and capabilities as may be from time to time be assigned.

WORKING RELATIONSHIPS**Internal:**

- CEO & Senior Leadership Team
- People & Capability Advisor
- Technical Services Team (TST)
- Learning & Development Specialist
- Contractors and Consultants
- Health and Safety Specialist
- Marketing Specialist
- IT Services
- Regional Operation Manager - South Island
- Site Service Managers & Staff
- VINZ Board of Directors

External:

- Compliance Centres
- MOT
- NZTA
- MIENZ
- MBIE

DELEGATIONS

Financial: - \$500.00

LEAD**Direct Reports:**

Technical Compliance Specialist

Vehicle Inspectors Cert.

Vinning & Compliance Assistants

Plus, casual staff – [as and when required]

IDEAL PERSON SPECIFICATION**Knowledge, Skills and Experience (including Technical Competencies)*****Essential***

- 9+ years automotive trade experience.
- Proven management or supervisory experience.
- Knowledge of light vehicle certification, the legislative framework within which the industry operates, particularly compliance.
- Understanding of the used imported vehicles industry.
- Demonstrates solid working knowledge and understanding of all relevant legislation.
- Sound understanding of Risk Management and its application.
- Self-managed and motivated - 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 creditability.
- Clear and concise written communication skills including report writing, and excellent oral communication skills.
- Well-developed IT, digital and analytical skills.
- Exceptional relationship management skills across all levels of an organisation.
- Well-developed and methodical organisational skills.
- Shows business acumen to be able to understand VINZ's requirements and translate these into practical solutions.
- Capable of establishing performance/development goals, coach performance, provide training and promote the development of others knowledge and skills, evaluate performance and provide timely feedback and guidance by:
 - translating vision, values, goals and strategies into specific measurable outcomes.
 - seeking and reaching agreement on critical tasks, outcomes defining and agreeing performance standards, measures and indicators.
 - using relationship skills effectively.
 - providing appropriate resources.
 - measuring performance.
 - providing immediate and specific feedback.
 - using appropriate rewards & recognition.

Desirable

- Experience leading a team of vehicle inspectors or similar across multiple sites.

Qualifications:***Essential***

- Trade or allied trade qualification (i.e. mechanic, panel beater, automotive electrical, or other relevant trade).
- NZTA Light Entry authority, or the ability to obtain.

Desirable

- Level 4 - (NZ Certificate in Business - First Line Management)

POSITION DESCRIPTION PREPARED BY:

David Law, Manager - People and
Capability

AUTHORISED BY:

Sean Stevens, Chief Executive Officer

PEOPLE AND CAPABILITY AUDIT BY:

David Law, Manager – People & Capability

Current job holder:

Date: January 2021