

Transport Contracts Officer

Pūtake Tūranga - Scope

The Transport team at NRC carries out activities related to managing transport contracts, ensuring customers' needs in relation to public transport in Te Tai Tokerau are met.

This role contributes directly to council's community outcomes by improving public transport delivery, maintaining strong relationships with operators, and ensuring systems and processes run smoothly.

Ngā Whainga - Key responsibilities

Passenger Transport Service

Ensure all contracted passenger transport services (CityLink, SchoolLink, and BusLink) are managed and operated in accordance with contractual requirements and take remedial action where required. Oversee daily customer service delivery and ensure service standards are consistently met. Manage and monitor the Bee Card electronic ticketing system, including ticket machines, and all integrated platforms and tools. Manage the Rose Street Bus Terminus office and related contracts (security, cleaning, etc). Monthly inputting of bus stats for CityLink and BusLink and analysis of bus routes and service performance to support service planning and identify opportunities for improvement. Contribute to the monthly CE report and other reporting requirements as requested by council and/or the Transport Manager.

Contractor Services

Contribute to the process of contract renewals and retendering when contracts expire. Monitor each operator's performance and ensure compliance with relevant contract terms. Maintain regular contact with operators, including site visits as needed. Monitor banking revenue, particularly for gross contracts, and address discrepancies. Perform Health and Safety audits of bus operators contracted to NRC as and when required.

Systems and Technology

Be familiar with and able to use all relevant transport systems: CSW, IRIS, Jira, Remix, and Radiola. Manage timetable changes, transit feed information and the associated platforms (BDC units, GTFS files, etc). When required, act as backup for the electronic ticketing system (CSW). Manage the implementation of the new National Ticketing System.

Team Membership and Support

Contribute to a high-performing, customer-focused transport team. Respond to serious public enquiries or issues and replying to complaints within 24 hours. Provide input into process improvements to increase team efficiency and effectiveness.

Communications and Engagement

Provide oversight and sign-off for timetables and any proposed changes. Monitor the CityLink Facebook page and other digital channels related to bus operations. Sign off on TMP applications for bus stops and post on social media, along with service changes and dropped runs. Daily monitoring of services and immediately advising the public of dropped runs.

Organisational Responsibilities



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Ensure that all Council policies and procedures are followed in work activities and be actively involved in seeking continuous improvement. Represent NRC at transport-related meetings and special interest groups. Undertake other duties that may be assigned by the Transport Manager from time to time.

Health and Safety

Adhere to all safe working procedures and instructions, taking care of oneself and others.

Have a commitment to health and safety as detailed in the NRC policies and guidelines, and as defined by the Health and Safety Legislation.

Civil Defence & Emergency Management

Undertake Civil Defence Emergency Management responsibilities if required.

Tō Pukenga - About you

Qualifications, skills and experience:

- Qualification in a relevant discipline is desired.
- Minimum 2 years' experience in contract management. A background in passenger transport would be desirable but not essential.
- Acknowledging the needs of the customer are a priority.
- Strong community networking and engagement skills with the ability to be innovative around engagement processes.
- Confident using Microsoft Office (Word, Excel, Outlook).
- Comfortable working with digital systems and platforms.

Personal attributes

- Displays cultural empathy and awareness.
- Displays personal and professional integrity.
- Committed to working in a collaborative team environment.
- Committed to H&S and organisational values.
- Sound understanding of Māori culture.
- Ability to personally deliver high quality outcomes with a professional, courteous, and enthusiastic attitude.
- Ability to maintain continuity of service through setting clear goals and targets.
- Full NZ Drivers Licence.

Reports to: Transport Manager
Group and Department: Community Resilience, Transport Team
Location: Whangārei
Date: September 2025

Declaration

I have read and understood the contents of this Job Description.

Name:

(Please print full name)

Signature:

Date:



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