



Principal Account Manager Bus Job Description

What's the job?

The Group's work is guided by the public transport provisions of the Regional Land Transport Plan and the Regional Public Transport Plan.

Every day we have thousands of people travelling with Metlink (the "Group") (across rail, bus, harbour ferry and Total Mobility) and every one of those journeys matters to us. Our role is to plan, develop, promote and deliver public transport services and supporting infrastructure in the Wellington region. Our goal is to be more than just a public transport service, we want to be a symbol of pride for the Wellington region, an integral part of what makes living in our region great.

The Principal Account Manager Bus provides senior level relationship accountability and will work across the Group and with senior level public transport Operators, Partners, and access providers to build strong long lasting relationships, ensuring all parties are supporting the partnership approach/principles, and delivering on contractual obligations.

You will own and manage the account management function with key business partners at a senior level, ensuring key issues and communication requirements are channelled through this function. You will provide commercial and strategic management of the relationship to ensure a true partnership relationship is developed with Operators that is long lasting, mutually beneficial and collaborative.

You will work with Operators and all teams across the Group to understand and solve business or technical problems and challenges that hinder the delivery of a world class, integrated public transport network across the Wellington region.

You will be able to model and manage change across the Group, and will have extensive experience at engaging and being influential at a senior management and governance level.

What you'll do

1. Provide account management by:

- Serving as the lead point of contact in the Group for all bus operators, answering Operator queries or redirecting them to the appropriate team within the Group
- Building an understanding of bus operator's business models and business objectives in order to form mutually beneficial partnerships
- Building and maintaining strong long-lasting relationships with business partners, connecting with key partner executives and stakeholders, to achieve the Group business goals
- Developing strong relationships with different teams within the Group and GW and with business partners to ensure everyone is working toward the same commercial targets and goals
- Working closely with managers to advocate on behalf of the Group and to manage relationships and stakeholders to achieve team and Group goals
- Liaising with cross-functional internal teams (including Network and Customer and Operations teams) to improve the entire customer experience
- Developing trusted advisor relationships with bus operators, other key partners for the Group and executive sponsors
- Ensuring the timely and successful delivery of the Group business plan and operator performance
- Representing Metlink and GW credibly and professionally, internally and externally, and attending relevant meeting with business partners
- Working closely with the other Group Principal Account Manager to ensure there is a seamless public transport system across all modes

2. Provide strategic leadership to support the delivery of a world class, integrated public transport network across the Wellington region by:

- Leading the joint annual business planning with Operators, in consultation with the Strategy and Investments and Operations teams
- Working with the Principal Advisor Network Design to developing positive relationships with Territorial Authorities, as the road controlling authority, to advocate for bus priority and appropriate access
- Leading the Group resolution and/or response to challenging Operator requests or issues, escalating to Managers or General Manager as needed
- Identifying and raising potential or actual issues and risks that are in conflict with the contracts, or puts customers or staff health and safety at risk
- Ensuring appropriate commercial assurance for Operators is in place, including through internal and/or external audits as required

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- Identifying new business opportunities with existing business partners and/or identify areas of improvement to meet the key objectives of the Public Transport Operating model (PTOM), including to increase patronage, commerciality and success of each bus product
 - Generating ideas relating to possible revenue generation, and sharing them with the business development team

3. Consider sustainable resource management by:

- Promoting sustainable resource management including making effective and efficient use of resources available to the Group
- Carrying out such other duties relating to resource management (air, land, water) as may be assigned from time to time

4. Consider Health and Safety by:

- Actively engaging in health and safety matters, compliance with relevant GW policies and processes

Who you'll work with

These are the key relationships outside of the Group that you will need to develop and maintain

Internal

- Councillors
- Customer Contact teams
- Finance
- Health and Safety
- Legal and Procurement

External

- Colleagues in equivalent organisations e.g. Auckland Transport
- External consultants, advisors and suppliers
- Regulators
- Territorial Local Authorities
- Transport operators and service providers
- UITP - International Transport Association
- Unions
- Vendors, suppliers and contractors

What you'll bring

These are the key behaviours, skills and experience you will bring to the role

Competencies	Role specific qualifications and experience
<p>Accountability -Takes personal ownership of decisions, behaviour, and development, and is responsible for how these actions impact on the wider organisation and customers</p> <p>Customer focus - Is committed to understanding the needs and best interests of both internal and external customers, in order to provide them with outstanding service and help them to make informed decisions</p> <p>Relationship building - Develops and maintains positive working relationships and networks internally and externally that are built on mutual trust and respect</p> <p>Collaboration - Builds positive partnerships and collaborates effectively with others to achieve objectives</p> <p>Curiosity and adaptability - Demonstrates a willingness to engage in a changing environment and is flexible and comfortable working with change</p> <p>Motivation and drive - Is determined to achieve goals and strive for excellence</p> <p>Personal proficiency - Is able to clearly assess own strengths, weaknesses, opportunities, and limits, giving a foundation upon which to grow, develop, and take on new challenges</p> <p>Leadership Competencies</p> <p>Navigate for the future – Thinks about, assesses, and creates the future for themselves and others</p> <p>Lead change - Influences and enthuses others through personal advocacy, vision and drive to build a solid platform for change</p> <p>Motivate & develop others - Is committed to getting the best out of people and motivating them to reach their full potential</p>	<ul style="list-style-type: none"> • An appropriate tertiary qualification, preferably in business or management or equivalent knowledge, skills and experience • Experience in the transport industry would be advantageous • Experience in partnership and/or relationship management • Experience in interpreting contracts and managing to contract's key performance indicators • Experience building and maintaining networks with others in a similar industry • Ability to build rapport with diverse people and groups • An ability to build consensus with multiple parties on the best way forward, especially when dealing with differing opinions and motives • An ability to communicate with a wide range of audiences on complex issues to a high standard and delivering messages in plain English • A track record of creating practical solutions to complex and ambiguous problems • An ability to work with and influence a range of senior level stakeholders including Chief Executives, boards and executive members • An ability to draw on experience, evidence, wisdom, judgement and expertise to build capability of others • Excellent interpersonal, relationship management and influencing skills

Competencies	Role specific qualifications and experience
Lead with courage - Is dedicated to leading the GW team toward their vision and values, and communicating GW's future direction with clarity and enthusiasm. Has the awareness and courage to front up to difficult situations with sensitivity and integrity	
*Knowledge of tikanga Māori *A full and current driver licence *Able to physically carry out the position	

What we value

These are your personal qualities, which combined with your skill set, will make you a stand-out performer in the role

- Having a leadership style that influences, engages and motivates others to succeed and develop
- Demonstrating courage and leading from the front with evidence and strategy to achieve agreed outcomes internally and externally
- Proactively sharing knowledge, ideas, time and expertise to assist with lifting capability across the Group
- Communicating in clear and compelling ways so that others are brought along on the journey both internally and externally
- Bringing innovative thinking to the Group, looking for opportunities to improve ways of working and making informed changes, escalating ideas where required

The GW behaviours are:

- **On the same side:** One team working for one common goal
- **No sacred cows:** Always looking for a better way
- **For people by people:** Everyone here is for everyone out there
- **Own it:** Take responsibility and own the outcome

Dimensions of the role

Group	Public Transport
Team	Metlink Commercial Partnerships
Location	Wellington
Reports to	Manager, Metlink Commercial Partnerships
Budget	N/A
Delegations	Financial: N/A HR: N/A
Contract type	Permanent
Last reviewed on	3 February 2020