



Kaitohutohu Matua | Senior Transition Lead

Position Description

What's the job?

Metlink'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 (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 Public Transport Services Procurement Programme (PTSP) ('the Programme') is a complex enduring, rolling procurement programme over a nine-year period for Metlink's public transport bus, rail and ferry contracts. The Programme consists of overlapping procurements and encompasses three tranches of bus service contracts (six contracts), one rail service contract, and one ferry contract with a combined contracted value of over \$1 bn. A core programme team and two project delivery teams support the delivery of the Programme.

The Senior Transition Lead is responsible for developing, implementing, and overseeing the Public Transport Services Contract Transition Framework and the associated templates, policies, and procedures. The Senior Transition Lead, working in collaboration with the Project Manager(s), Transition Lead(s), and Principal Subject Matter Experts, will ensure the efficient commencement of a contract and orderly exit of an outgoing operator (if relevant).

Transition into and out of contract carries the greatest risk to delivery of public transport services during contract change over. Ensuring a well planned and executed transition should result in minimal disruption for Metlink customers and impacted employees.

What you'll do

1. Provide effective leadership and management by:

- Leading the development of the Public Transport Services Contract Transition Framework with guidance and input from the broader Metlink Group, and through joint planning with Operators, Consultants, and other key stakeholders.
- Leading a collaborative process of Identifying potential transition issues and risks as well as an appropriate strategy to communicate and manage them.
- Ensuring each project team is clear as to their responsibilities and accountabilities in relation to managing the transition of each contract and are supported to deliver on these.
- Provide strategic advice on the transition arrangements and considerations to governance, senior leadership team, and Council.
- Ensuring all reporting requirements of the group are completed accurately and on time.
- Taking an all of group view to managing resources effectively.

2. Provide contract transition advice for the Group by:

- Overseeing the development of a contract transition plan for each contract outlining tasks, timeframes, milestones, and resources.
- Establishing what resources are required to successfully manage each transition process and advising the Programme Director accordingly.
- Establishing a communication strategy if required.
- Ensuring relevant contracts commence on time, with all transition requirements completed, and, if relevant, the orderly winding up of the previous contract and exit of the outgoing operator.
- Ensuring a smooth transition and continuation of public transport services.
- Ensuring the risk of any misinterpretation or miscommunication is minimised.
- Ensuring the impact on customers and/or stakeholders is minimised.
- Supporting the establishment of the relationships, systems and procedures that will be used for the ongoing management of the contract.

3. Provide Relationship Management by:

- Representing Metlink and GW credibly and professionally, internally and externally
- Developing and maintaining effective long-term, collaborative relationships with key partners and stakeholders

4. 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

5. 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	External
<ul style="list-style-type: none"> • Councillors and Chief Executive • Commercial Partnerships Team, including Principal Account Managers • Customer Engagement teams • Metlink Senior leadership team • Finance • Greater Wellington Rail Limited (GWRL) • Health and Safety • Human Resources • ICT • Legal and Procurement 	<ul style="list-style-type: none"> • Transport operators and service providers • External consultants, advisors and suppliers • New Zealand Transport Agency • Other relevant key public sector organisations • Territorial Local Authorities • Vendors, suppliers and contractors • Members of the public and transport users

How you'll go about doing your role (competencies)

Click [here](#) for the full competency model.

Core competency	Description
Accountability Ngā Herenga	Takes personal responsibility for decisions, behaviour, and development, and is responsible for how these actions impact on the wider organisation and communities.
Customer Focus Aro pū ki te Kiritaki	Is committed to understanding the needs and best interests of colleagues and our communities to provide them with outstanding service and help them to make informed decisions.
Relationship Building Te Whakakaha Hononga	Develops and maintains genuine working relationships and networks internally and externally in a mana enhancing way.
Curiosity and adaptability Te Pākiki me te Urutau	Demonstrates a willingness to engage in a changing environment and is flexible and resilient working with change.
Motivation and Drive He Whakakipakipa, He Kōkiri	Is determined to achieve goals and continuously improve.
Collaboration and Inclusion Te Mahitahi me te Whakakotahi	Builds positive partnerships and collaborates effectively with others to achieve objectives.
Working within te ao Māori Te mahi ki rō te ao Māori	Builds their own and others' competency in te ao Māori.
Focusing on Māori outcomes Aro pū ki ngā hua mō Ngāi Māori	Actively seeks and delivers on joint priorities with mana whenua which support better outcomes for Māori.

What you'll bring to the role (knowledge, skills and experience)

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

- An appropriate tertiary qualification, or equivalent knowledge, skills and experience in an equivalent role.
- A minimum of 10 years' experience in contract management including overseeing the transition into and out of high value complex service contracts.
- A strong grasp on procurement risk management. This includes knowing how to describe procurement risks, developing fit-for-purpose risk mitigation plans and following these through on a regular basis and ensuring accountability is carefully managed.
- Commercial acumen with a clear understanding of what drives private sector decision makers.
- Experience managing multiple stakeholders to deliver impactful outcomes and build strong relationships, preferably in the transport sector.
- A tenacious approach with an eye for detail.
- Strong communication and facilitation skills.
- Excellent writing and analytical skills
- Is a pro-active communicator, ensuring the Programme Director and relevant stakeholders are proactively kept up to date of progress and the emergence of any issues or risks. Communicating ahead of time so stakeholders know when they are needed and why.
- Can navigate complexity, stakeholder interests, getting to the core of peoples' concerns, interests and responding in an appropriate and timely way.
- Has strong time management skills and can work confidently and effectively under pressure.
- An understanding of transport decarbonisation / electrification issues is advantageous.
- Knowledge of tikanga Māori and a working knowledge of local government and the transport sector.
- Capability in Te ao Māori in line with Greater Wellington's Māori Capability Framework.

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.

Dimensions of the role

Group	Metlink
Team	Commercial Partnerships
Location	Wellington
Reports to	Programme Director – Public Transport Services Procurement
Budget	N/A
Delegations	Financial: N/A HR: N/A
Contract type	Permanent
Last reviewed on	20/03/2025

Roles at GWRC may change over time as the organisation develops, this role will require a proactive and flexible approach to manage tasks that support a rapid and innovative customer centric environment. Therefore, we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this role may change over time as the job evolves. This position description may be reviewed as part of planning for the annual performance cycle.