



Kaiwhakahaere Matua | Senior Project Manager

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 Transport Services Procurement Programme (TSP) ('the Programme') is an enduring, rolling procurement programme over a 9-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 in total, one rail service contract, and one ferry contract a combined contract value of over \$1bn. The delivery of the Programme is supported by a core programme team and two project delivery teams.

In your role of Senior Project Manager, you are responsible for planning, coordinating, and managing the delivery of overlapping public transport service procurement projects, including the transition into and out of the contract. You will be responsible for project planning for the tendering of contracts, budget management, transition management, risk management, project communications, and reporting for alternating rounds of contract procurement.

A key part of your work includes identifying and evaluating opportunities for innovation, efficiencies and improved systems in project planning and delivery, and also building and maintaining key relationships, including with commercial operators and other stakeholders.

What you'll do

1. Provide effective leadership and management by:

- Leading the development of the project plan, with guidance and input from the broader team, and through joint planning with other Greater Wellington (GW) teams.
- Ensuring your team delivers their accountabilities effectively and efficiently by working and collaborating closely with other teams within Metlink and across GW.
- Ensuring your team are clear about their accountabilities and are supported to deliver on these.
- Actively and prudently managing team resources, including people, financial and contracts for service are consistent with organisational policies, procedures, guides and agreed delegations.
- Ensuring all reporting requirements of the team are completed accurately and on time.
- Taking an all of team view to managing resources effectively.
- Actively and prudently managing financial spend in accordance with financial plans and priorities, contributing to sound and robust financial management for GW.
- Participate in establishing practices, templates, policies, tools and partnerships to expand and mature these capabilities for Metlink.
- Deliver appropriate and effective executive level communication.

2. Provide project management leadership by:

- Represent GW in partnership and collaboration.
- Responsible for the full project life cycle ownership: successful project delivery will include full implementation from initiation to deployment for at least four major high-value service delivery contracts simultaneously.
- Lead collaborative planning and delivery with the team, stakeholders and the community.
- Set and continually manage project and programme expectations while delegating and managing deliverables with team members and stakeholders.
- Apply appropriate project management tools and processes.
- Ensure all risks and issues are identified, documented, communicated, and mitigated to ensure successful delivery of the project.
- Monitor progress and coordinate accountability reporting against Project objectives (including financial if required), to satisfy GW requirements and those of external funders.

- Complete accurate monthly reporting requirements on time and in line with GW and any project reporting requirements.
- Provide strategic advice including the identification of opportunities to guide effective and efficient project delivery.
- Share expertise across the group, including peer reviewing documents of colleagues.

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.
- Develop and deliver progress reports, proposals, requirements documentation and presentations to various audiences, including project team, sponsors, the leadership team and key 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"> • Metlink Senior Leadership Team • Finance • Health and Safety • Human Resources • Legal and Procurement • Commercial Partnerships Team • Corporate Services Team 	<ul style="list-style-type: none"> • External consultants and advisors • New Zealand Transport Agency • Other relevant key public sector organisations • Regulators • Transport operators and service providers

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)

- An appropriate project management qualification or equivalent knowledge, skills and experience in an equivalent role, and competency with project management software.
- A minimum 8 years' project management experience, preferably with at least 3 years' experience managing complex projects in a commercial setting.
- Experience of all stages of project lifecycle management.
- Demonstrated ability to see the "big picture" and understand the strategic context of projects.
- Knowledge of New Zealand local/central government procurement requirements and procedures is preferred.
- Proven decision-making experience and leadership demonstrated in co-ordinating and integrating projects.
- Experience with control and reporting on allocated budgets, engagement and working with / leading multi-disciplinary teams.
- Strong relationship building skills, with people of diverse backgrounds, skills, and experience.
- Highly developed written and oral communication skills and an ability to communicate with a wide variety of groups and individuals.
- Computer literacy and familiarity with Microsoft 365 suite of product.

- Knowledge of tikanga Māori and a working knowledge of local government and the transport sector

What we value

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

- Demonstrating strong and inclusive leadership taking a unified approach across the Group to ensure the Group as a whole is successful and delivers on its business plan – working together to achieve common outcomes.
- Providing thought leadership in area of expertise and accountability.
- Leading by example and modelling positive behaviour, fostering a culture of continuous improvement, collaboration and continuous learning.
- Taking accountability for addressing problems that are impacting on delivery both within the team and across the Group.
- Ensuring the work environment rewards positive behaviour and is free of unacceptable behaviour.
- Influencing up both internally and externally in area of expertise and accountability.

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	Fixed Term
Last reviewed on	10/03/2025

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 job description may be reviewed as part of planning for the annual performance cycle.