

POSITION TITLE:	Summer Student – Public Transport Network Change Support		
GROUP:	Policy & Regulation	SECTION:	Transport Planning
REPORTS TO:	Transport Manager		
RESPONSIBLE FOR:	N/A		
FAMILY:		GRADE:	\$26.00 per hour
DATE REVIEWED:	September 2025		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region’s precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers’ funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The Summer Student – Public Transport Network Change Support will support the rollout of Council’s new bus network by helping communicate changes to existing users, potential users, and community representatives. This will include face-to-face engagement (“boots on the ground”), distribution of information, and installation of new signage at bus stops across the network. The role is both office-based and field-based, and will suit someone confident with people, proactive, and willing to get hands-on.

GROUP AND TEAM GOALS:

The Transport team provides the following role and functions as part of the Policy & Regulation Group:

- To manage Hawke’s Bay Regional Council’s (HBRC) responsibilities as set out in the Land Transport Management Act, the Local Government Act or subsequent acts.

- To produce, implement and monitor the Regional Land Transport Plan (formerly the Regional Land Transport Strategy and the Regional Land Transport Programme) and the Regional Public Transport Plan for Hawke’s Bay.
- To co-ordinate, report to and administer the Regional Transport Committee and RoadSafe Governance Group.
- To manage the contract for the provision of public transport services, the delivery of RoadSafe and Total Mobility functions for HBRC, and to determine future strategies and planning for the provision of public transport to meet the needs of the Hawke’s Bay community.

JOB SPECIFIC ACCOUNTABILITIES

Community Engagement:

- Provide clear, friendly information to bus users and community representatives about the new network, routes, and timetables.
- Attend pop-up information stands, community events, and transport hubs to answer questions and promote the new network.
- Distribute printed materials such as brochures, maps, and timetables on buses.

On-the-Ground Communications:

- Visit bus stops to display updated timetables, maps, and notices.
- Assist in removing outdated information and ensuring signage is correctly placed and clearly visible.

Support to the Transport Team:

- Provide feedback from community interactions to the transport team to help improve communications.
- Assist with monitoring user questions, concerns, and suggestions.
- Help prepare communications materials, including social media content, posters, and FAQs.
- All other duties as requested by your manager, and reasonable to the position.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Team members
- Other teams and managers

External

- Consultants and contracts
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can’t achieve change without the people (our community) outside our business. As expressed under our purpose statement, “working with our community” is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke’s Bay Regional Council (HBRC) staff are expected to promote the concept of continuous improvement actively and enthusiastically in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

EMERGENCY MANAGEMENT

When an emergency event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities, after providing required support for your family and dependants. This means:

- Undertaking an allocated role for emergency management requirements, and responding to emergency management requests as needed.
- Participating in and completing onboarding and training courses, exercises and associated activities required for the readiness and preparedness of emergency events.
- Attending meetings and development forums or exercises as required to maintain competency. Responding to such requests by assuming an allocated emergency management role, as are required by events.
- Being aware of the Business Continuity Plan (BCP) and its contents and the implications for your role.
- Understanding and accepting that Civil Defence Emergency Management and BCP events may require working hours that differ from those outlined in your employment agreement.
- If your role is an Incident Management Team Function Lead, you are required to review the relevance of the BCP for your team, section or group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required.

- Completed or studying towards relevant Bachelor's degree or equivalent tertiary qualification.
- Valid full or restricted driver's licence (may require travel between sites).
- Comfortable working outdoors in various weather conditions.

- Physically able to carry out field work, including walking between stops and using basic tools for signage placement.

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Projects, PowerPoint and other database and information management systems
- Analytical skills.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Open-minded approach to learning, development, and collaborative working practices.
- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name