

## Position Description – *Manager, Transport Services*

Updated 22 May 2023

POSITION DETAILS	
College/Portfolio	Corporate Services
Organisational Unit	Property, Facilities and Development
Supervisor (Title)	Senior Manager Customer and Business Improvement
Classification	Higher Education Officer Level 8
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Under broad direction, the Manager, Transport Services is responsible for ensuring that the university's parking facilities and transportation services are safe, efficient and delivering an effective service to the university community.</p> <p>The role has a strong customer service focus and must understand the needs of the university and its stakeholders as well as an understanding of the regulations and laws that govern parking and transportation.</p> <p>The incumbent must be proactive and forward-thinking and will be responsible for identifying opportunities for improving parking and transportation services and developing and implementing new initiatives to meeting changing needs and demands.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p><i>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</i></p> <ul style="list-style-type: none"> <li><i>demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;</i></li> <li><i>contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;</i></li> <li><i>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</i></li> <li><i>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</i></li> <li><i>familiarise themselves and comply with the University's Work Health and Safety, Injury Management and Equal Opportunity policies.</i></li> </ul> <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position. If you have any queries in this regard, please raise them with the named contact person in this Position Description in the first instance.</i></p> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University <a href="#">COVID-19 Vaccination Policy (2022)</a>. If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

### KEY POSITION RESPONSIBILITIES

The Manager, Transport Services is accountable for:

1. Organising and coordinating transport, fleet and parking services including all systems and data associated with the delivery of various transport solutions.
2. Working closely with the customer service team regarding customer feedback and suggestions to ensure high levels of customer satisfaction across all transport, fleet and parking services.
3. Working closely with the strategic planners and asset manager to develop future investment priorities to enhance the campus transport and parking experience.
4. Managing the internal bus service and contribution to the development of optimised routes and timetables to meet changing community needs.
5. Providing support and advice on the planning and development of internal and external transport solutions and parking facilities on all University campuses in collaboration with state agencies, local government bodies and industry partners.
6. Organising and coordinating the procurement and optimised management of fleet, including alternate fuel solutions such as electric vehicles.
7. Maintaining a continuous improvement focus and high-level understanding of data management, reporting and analysis.
8. Providing input and advice on sustainable transport systems as they may apply at the University.
9. Developing customer focused information regarding all transport options on university sites.
10. Participating in relevant Working Parties or Committees as a member and/or Chair.
11. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

### KEY POSITION CAPABILITIES

- Progress towards postgraduate qualifications and extensive relevant experience or an equivalent combination of experience and/or education and/or training.
- Demonstrated high level knowledge of the legislative and regulatory framework that transport, traffic and parking systems operate within, and experience in managing risk.
- Demonstrated commitment to customer needs, and proven ability to provide high quality customer focussed service.
- Demonstrated high level oral and written communication skills including the ability to liaise effectively with a diverse range of people both internal and external to the organisation.
- Demonstrated experience in influencing a wide range of stakeholders and service providers.
- Demonstrated experience in transport, traffic, and parking management preferably in a university or similar institutional environment.
- Demonstrated ability to write clear and cogent business cases and procedural and guidance documents.
- Demonstrated sound judgement and a commitment to equity and fairness.
- Demonstrated evidence of well-developed organisational and time management skills.