

POSITION DESCRIPTION

ROLE

Service Leader, Transport – Auckland

ROLE PURPOSE

The Service Leader - Transport carries the following responsibilities

- Establish a transport service offering within the Auckland Market and grow our presence.
- Build and manage the Auckland team, providing day-to-day technical leadership management, performance, and development.

The role serves as the primary client manager for a number of key clients, requiring the ability to operate credibly in client-facing environment while remaining grounded in technical delivery.

In addition, the role provides visible health, safety, and environmental leadership through consistent adherence to legislation, standards, codes of practice, and company systems, and by promoting proactive risk management and safe working behaviours.

PURPOSE & VALUES

To be successful at Vitruvius and in this role, all employees must be aligned to and embrace our purpose and values so that we work as a collective towards a common purpose.

Our purpose: Projects that matter delivered by people who care

Our values, what we live by!

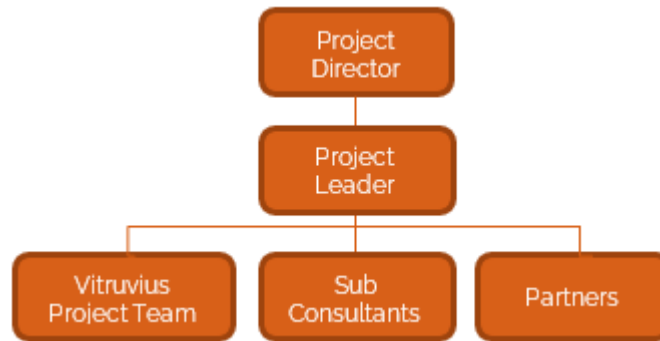


- Committed to connection
- Believe in bravery
- Continually improving
- Stronger through Teamwork
- Enjoy the adventure

ORGANISATION CONTEXT

The nature of business that Vitruvius operates is to deliver client projects and we recognise that each project has different capabilities and requirements. For each project a project team is established which may be considered as a temporary organisation structure and can be illustrated below. The **Service Leader - Transport** will be assigned to a role within the Project Team which may include Project Engineer or Project Leader when working on client projects, please refer to the Project Team role descriptions. The quality of delivery is critical, and every project team member is expected to fulfil the quality responsibilities of their assigned role, including applying project requirements, completing required reviews/checks, maintaining records, and escalating quality issues where needed.

Vitruvius



KEY RELATIONSHIPS

Line Manager:	Auckland Business Leader
Direct Reports:	None (Potential 1-5 as team grows)
Internal Relationships:	All employees
External Relationships:	Key Clients, Partnership Consultants, Third Party Contractors, Public

DIMENSIONS AND SCOPE

Contract Type:	Permanent full time
Location:	Auckland
Revenue Responsibility:	TBC
Level:	9

KEY ACCOUNTABILITIES

1. HEALTH, SAFETY & WELLBEING

- Lead in the delivery of Vitruvius' health, safety and wellbeing systems and requirements and ensure that it is communicated and positively reinforced to all employees.
- Lead by example for all HSW including hazard management, incident reporting, drills and compliance.
- Train the team in their HSW expectations for the responsibilities of their roles and provide support as required, including the induction of new employees.
- Comply with site operating rules, processes, and procedures to prevent project incidents.
- Take responsibility for personal safety and that of other employees, contractors, and visitors within your work environment to avoid accidents and incidents.
- Champion safety in design, innovation, best practice, and continuous improvement.

2. QUALITY & IMPROVEMENT

- Promote and support consistent application of the QMS within the role's area of responsibility.
- Monitor quality performance, identify risks/issues, and escalate or act as required.

- Support corrective actions, continuous improvement, and lessons learnt.
- Ensure relevant reviews, checks, approvals, and records are completed.

3. BUSINESS DEVELOPMENT & RELATIONSHIP MANAGEMENT

- Develop, implement and own Auckland's Transport Service Line strategy to grow our transport client base and establish our market presence.
- Build trusted relationships through credibility, reliability, and intimacy without self interest
- Develop and maintain client relationship plans across the local service offering
- Monitor client satisfaction across key accounts through structured feedback, act on the results, and lead resolution of client concerns and complaints
- Ensure positive working relationships with all internal stakeholders
- Promotes and identifies opportunities to cross sell the Vitruvius service offering to support wider business development
- Support the relevant Sector Leaders in sector planning and opportunity management
- Lead bid and proposal activity for the Auckland transport service offering, including go/no-go decisions, proposal development, and fee pricing in conjunction with the Business Leader

4. SERVICE LINE & PEOPLE LEADERSHIP

- Plan and grow the Transport Engineering Service Team in Auckland. Recruiting and developing appropriate local skills to serve clients and projects. Achieve agreed growth through managing recruitment process in conjunction with Business Leader
- Lead selection and onboarding of new team members, ensuring an effective induction into Vitruvius systems, clients, and ways of working
- Evaluates service line performance and takes accountability for improvement plans, procedural changes, operational efficiency, and margin performance
- Ensures tools and resources including equipment, software, hardware, and capital expenditure are adequately maintained and fit for purpose to effectively deliver the service offering, meeting client expectations
- Manages capability and capacity of the service line team through development and recruitment.
- Demonstrate leadership through role modelling the values, behaviours, and technical excellence that Vitruvius strive for all employees to aspire towards.
- Drive technical competency development through supervision and coaching. Proactively manage underperformance.
- Lead the annual performance cycle for the team, including goal setting, regular check-ins, performance and development reviews, and remuneration recommendations to the Business Leader
- Drive revenue growth and profitability targets of the team.
- Manage resource planning, use and loading, looking to maintain team members against utilisation targets whilst maintaining wellness of team (workload Management).
- Monitor project performance and commercial outcomes across the team.
- Support pricing strategy, risk management, and commercial decision-making.
- Identify opportunities to improve operational efficiency and margin performance.

- Foster a high-performing, collaborative, and accountable team culture.
- Support succession planning and capability growth.
- Drive employee engagement and alignment with company values and behaviours.

5. TECHNICAL LEADERSHIP & QUALITY

- Represent Vitruvius as the primary transport technical authority in Auckland, providing trusted advice and strengthening relationships with clients, industry partners, and external organisations.
- Drive and support technical excellence, quality assurance, and compliance with industry standards.
- Guide complex problem-solving and strategic technical decisions.
- Provide technical standards leadership and oversight across projects and initiatives.
- Promote consistency in delivery methodologies, systems, and standards.
- Review project progress and evaluate project performance.
- Ensure quality of technical submissions, contract administration, and verification processes.
- Act as verifier for design outputs in area of competency

6. PROJECT DELIVERY

- Provide leadership and oversight to ensure the successful delivery of projects in line with programme, budget, quality, safety, and client expectations.
- Fulfil Project Leader and/or Project Director (If nominated) responsibilities in accordance with the requirements outlined within the Project Delivery Framework (PDF).
- Monitor and support project commercial outcomes and financial performance, including margin performance, and commercial risk management.
- Champion consistent application and continuous improvement of the Project Delivery Framework, including coaching and supporting team members in its effective use.
- Maintain effective governance and oversight of project scope and delivery issues, ensuring timely escalation where required.
- Monitor and manage scope changes and support appropriate project re-scoping, variations, and commercial controls where necessary.
- Select, engage, and manage sub-consultants and third-party contractors, ensuring capability, commercial terms, and delivery performance meet Vitruvius and client requirements
- Ensure project documentation and digital deliverables are complete, accurate, current, and stored in accordance with company requirements.
- Support effective stakeholder communication, decision-making, and approval processes across project delivery activities.

PERSONAL PROFILE AND SPECIFICATIONS

1. KNOWLEDGE AND EXPERIENCE

Essential	Desirable
• 15+ years' experience as a technical professional within the transport sector • Experience business development, leading sector growth and strategic planning • Experience in team leadership role - leading and developing high-performing teams. • Established NZ industry profile and professional network in Auckland. • Strong commercial and project delivery capability. • Strong understanding of relevant industry standards, legislation, and project delivery frameworks. • Significant consulting business experience	• Understanding of project governance, quality systems, and engineering delivery processes. • Experience leveraging digital tools, data, and emerging technologies, including AI, to improve project delivery, efficiency, collaboration, or client outcomes • Proven leadership of complex projects, multidisciplinary teams, and client relationships. • Experience in contract administration and act as Engineer in horizontal infrastructure.

2. EDUCATION, TRAINING AND TECHNICAL COMPETENCE

Essential	Desirable
• NZ Chartered Professional Engineer/Equivalent • Bachelor/Degree /Equivalent in Engineering/Business Management/Finance (Level 7) • High level of computer literacy • Understands responsibilities under HSE Act 2015 • Commitment to ongoing professional development and industry best practice.	• Postgraduate qualification in Engineering, Management, or Business. • Additional leadership, commercial, or project management training or qualifications. • Recognised technical expertise or industry contribution within the transport sector.

3. BEHAVIOURAL COMPETENCE

Essential	Desirable
• Strategic and growth-oriented mindset.	•

- Strong leadership, communication, and stakeholder engagement skills.
- Demonstrates integrity, professionalism, accountability, and sound judgement.
- Builds collaborative and high-performing team environments.
- Ability to influence, mentor, and develop others.
- Commercially aware with a proactive and solutions-focused approach.
- Demonstrates resilience, adaptability, and continuous improvement mindset.
- Champions safety, quality, and organisational values.