



POSITION DESCRIPTION

Fleet Manager

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve and serves as the home of the New Zealand Māori Arts and Crafts Institute (NZMACI). Operating under the NZ Māori Arts and Crafts Vesting Act 2020, Te Puia is an iwi-owned organisation with a mission to protect, promote, and perpetuate Māori culture.

While visitor-related activities generate much of its revenue, Te Puia is deeply rooted in its cultural legacies, striving to uplift and sustain the traditions of Māori arts and crafts.

Te Puia is committed to fostering a supportive and growth-focused workplace. Employees are encouraged to thrive professionally and personally, with an environment that prioritises well-being, proactive support, and meaningful recognition for contributions.

Toitū te ahurea Māori – Leaders in uplifting Māori culture

Te Puia Values:

Tuku Iho We Share	We honour and uphold the knowledge, traditions and legacies passed down to us.
Tiaki We Protect	We protect and care for our people, place and culture – now and for generations to come.
Manaaki We Care	We uplift the mana of others through generosity, respect and care – ensuring everyone feels valued and seen.
Whakanui We Celebrate	We recognise and celebrate the achievements and contributions that strengthen our whānau and kaupapa.

Position Title:

Fleet Manager

Department:

Operations

Reports to:

Operations Manager

Direct Reports to Position:

Nil

Indirect Reports to Position:

All fleet vehicle drivers (on-road / off-road)

Key Internal Relationships:

- Operations Team
- Visitor Experience Team
- People & Safety Team
- Executive Management Team
- Extended Management Team
- Finance Team
- All Te Puia Staff

Key External Relationships:

- Manuhiri
- Service Providers – mechanical / compliance
- External Contractors – tools and consumables
- External Hirers

Purpose of the Position:

To lead the safe, compliant, and efficient management of all Te Puia NZMACI fleet vehicles and onsite equipment, including on-road, off-road, and People Mover Vehicles. (PMV's)

This role ensures:

- All vehicles meet NZ regulatory requirements and Te Puia NZMACI policies.
- Proactive and preventative maintenance is planned, completed, and well-documented.
- All vehicles are presented to a high standard for manuhiri and operational use.
- A complete inventory and compliance schedule is maintained for all equipment and machinery used on-site.
- WOF/CERT and any other compliance deadlines are met well in advance (minimum one month).
- Robust asset management reporting supports budgeting and long-term vehicle replacement planning.
- SOPs, driver training, and staff accountability are embedded across daily operations.

Key Accountabilities:

Focus Area	Accountabilities
Fleet (Vehicle) Management	<ul style="list-style-type: none"> • Ensure all Te Puia vehicles and PMVs are well-maintained, safe, and fit for purpose. • Schedule and complete all WOFs, COFs, compliance certificates, and repairs in a timely manner, actioning any inspection fails immediately. • Coordinate maintenance with operational leaders to ensure vehicle availability for daily demand. • Undertake proactive and preventative maintenance checks appropriate to each vehicle (daily / weekly / monthly). • Review driver public-use inspection reports and action issues promptly. • Investigate and obtain quotes for all insurance-related repairs. • Provide driver training and sign-off for all staff required to use vehicles on-site. • Ensure all vehicles are regularly cleaned, serviced, and monitored for damage or wear.
Vehicle & Equipment Management	<ul style="list-style-type: none"> • Ensure all staff operating vehicles or machinery are trained, certified, and recorded in an up-to-date training database. • Conduct regular stocktakes of maintenance equipment, reporting any discrepancies within 24 hours. • Ensure all equipment and tools are maintained to a high standard, and that staff follow SOP requirements. • Support the procurement of new machinery, tools, and consumables, including assessing suitability and durability. • Arrange servicing or replacement of broken equipment as required. • Manage workflows across: <ul style="list-style-type: none"> ○ Annual maintenance plans ○ Contractor service plans ○ Reactive and planned maintenance ○ Resource management (tools, materials, vehicles, stock levels, ordering, servicing)
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Follow all workplace health and safety policies and procedures to help maintain a safe environment for employees and manuhiri. • Comply with safety requirements, identifying and reporting any hazards, incidents, or near misses as soon as practicable. • Be familiar with and adhere to emergency procedures (e.g. fire evacuation, first aid).

	<ul style="list-style-type: none"> • Correctly use safety equipment and personal protective equipment (PPE) as required. • Actively contribute to workplace health and safety initiatives, taking responsibility for personal safety and promoting a culture of wellbeing.
Additional Responsibilities	<ul style="list-style-type: none"> • Support organisational objectives by undertaking additional tasks as directed by senior management and adapting to evolving business needs. • Maintain flexibility and readiness to contribute to cultural and customer service needs.

Key Role Outcomes:

People Mover Vehicles (PMVs) – *double carriage, fully electric bus system carrying up to 36 people around our site pathways*

- PMVs are fully compliant with all requirements under the Amusement Devices Regulations 1978 (and amendments).
- Monthly invasive inspections are completed, documented, and any remedial work is actioned promptly.
- Spare and consumable parts (including tyres) are kept in stock to enable immediate replacement.
- Daily pre-use inspections are consistently completed and logged by drivers.
- Driver Inspection Sheets are checked each morning, filed, and any issues are resolved in a timely manner.
- All PMV drivers are fully trained, assessed, and authorised in accordance with Te Puia policies.
- The staff training database is accurate and up to date with all relevant operating credentials.
- PMVs are cleaned daily and maintained to a high standard of presentation, including bodywork, windscreens, and PVC curtains.

On-Road Fleet Vehicles – *a combination of fully EV, Hybrid and diesel & heavy commercial*

- All fleet vehicles are serviced in accordance with manufacturer and warranty requirements.
- Vehicles are kept clean, tidy, and presentable at all times for operational and manuhiri use.
- Accurate and effective fleet records, systems, and processes are maintained.
- All compliance requirements (WOF/COF/RUC/registration) are scheduled and completed at least one month prior to expiry.
- Maintenance is planned and coordinated to ensure sufficient vehicle availability for daily operations.
- Fuel cards and insurance details are current, monitored, and stored appropriately with each vehicle.

Off-Road Vehicles – *fully electric and diesel*

- All staff operating off-road vehicles are trained, competent, and authorised.
- Records, systems, and processes for off-road vehicles are accurate and up to date.
- Preventative and reactive maintenance keeps off-road vehicles in safe, reliable working condition.
- Daily checks are completed by staff, followed up as required, and documented.
- Vehicles are maintained in a clean and visually presentable condition.

General

- The workshop is consistently clean, tidy, well-organised, and free of clutter.
- Workshop tools are maintained in good working order, stored securely, and easily identifiable to other staff.
- Te Ao Hou / 5S (Sort, Set in Order, Shine, Standardise, Sustain) principles are embedded and consistently upheld in the workshop.
- An accurate inventory of tools, spare parts, and consumables is maintained, with appropriate stock levels available.
- Fleet and equipment practices actively enhance the visitor experience through reliability, presentation, and customer-focused processes.
- Additional mechanical and equipment servicing requested by the Manager or GM Operations is completed to a high standard and within agreed timeframes.

Person Specifications:

- Holds a current Class 1 and Class 2 licence (HT), preferably with a Passenger (P) endorsement.
- Holds a relevant trade or tertiary qualification in automotive or mechanical maintenance, or equivalent experience. NZ Automotive Level 3 is preferred.
- Strong computer literacy, including recordkeeping, reporting, and general systems use.
- Strong written and verbal communication skills, including the ability to prepare clear reports.
- Auto-electrical experience, with the ability to support an increasing number of EV vehicles in the fleet.
- Proven fault-finding and diagnostic capability, with the ability to research, assess issues methodically, identify solutions, and implement effective repairs.
- Minimum of five years' experience in vehicle or fleet management.
- Strong and current understanding of health and safety legislation, obligations, and safe work practices.
- Ability to manage multiple tasks and deliver high-quality outcomes within a busy seven-day tourism environment.
- Demonstrated ability to work collaboratively, building trust, confidence, and respect with managers and staff.
- Willingness to encourage others' input and support a positive organisational culture where staff and taurira feel a genuine sense of belonging.

- Excellent time management skills, with the ability to prioritise effectively based on demand and safety.
- Consistently meets deadlines and demonstrates a strong “right first time” approach.
- Commitment to Te Puia values and leadership approach.
- Genuine appreciation, understanding, or willingness to learn Māori culture, tikanga, te reo, and traditional practices.
- A passion for Te Puia’s mission to be leaders in uplifting Māori culture, with the ability to ensure its people, values, and tikanga remain at the heart of the organisation.

Acknowledgement:

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: _____

Signed: _____

Date: _____