

POSITION DESCRIPTION

Fleet & Parking Supervisor

Reports to:	Campus Security & Emergency Manager
Division:	Property Services
Tenure:	Permanent
Location:	Hamilton Campus
Date:	March 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Property Services team forms part of the Corporate Services Group and manages the University's corporate estates portfolio to create an environment that strongly supports the operational and strategic goals of the University.

The Property Services Division is comprised of two portfolios:

Campus Development and Infrastructure

- Campus Development which provides strategic leadership in the ongoing development and management of the University's Campus Development Plan. This includes oversight and management of significant infrastructure projects, ensuring that all developments align with the institution's long-term vision and operational requirements.
- Space Planning and Management which is responsible for the strategic planning, allocation, and management of campus spaces to ensure optimal utilisation.

Campus Operations and Risk Management

- Facilities, Infrastructure, and Grounds Maintenance including not only the ongoing upkeep of all buildings and outdoor spaces but also the strategic stewardship of the University's physical assets to support the University's operations and long-term sustainability.
- Services which include fleet operations, mail handling, portering, and cleaning. These services are essential to the daily functioning of the University, contributing to organisational efficiency and a high standard of campus upkeep.
- Campus Security and Emergency Management which ensures the safety and wellbeing of all members of the University community through robust security measures and preparing for potential emergencies.
- Responsibility for University enterprise risk management activities and travel portfolio.

2. POSITION PURPOSE

The Fleet and Parking Supervisor is responsible for the day-to-day operational coordination and administration of the University's vehicle fleet, driver safety training programme and campus parking enforcement services.

The role ensures University vehicles are safe, compliant, well maintained, and available to support operational requirements across the University. Will also oversee the effective administration of campus parking operations including permits, parking systems, user enquiries and operational support for parking compliance.

Working under the direction of the Campus Security and Emergency Manager, the role supports efficient fleet utilisation, effective supplier coordination, and high standards of service for staff and authorised vehicle users.

3. FUNCTIONAL RELATIONSHIPS

Internal: Director Campus Operations & Risk Management
Campus Security & Emergency Manager
Campus Security
Safety & Wellbeing team
Property Services Managers and teams
University staff and approved student fleet users

External: Fleet lease partners
Vehicle dealerships and service providers
Maintenance contractors
Insurance providers
Parking system suppliers and enforcement providers

4. KEY RESPONSIBILITIES

Leadership

- Under the general guidance of the Campus Security and Emergency Manager, lead, coach and supervise the Unisafe Officer Parking.
- Ensure casual car servicing staff are adequately trained and allocated cars to keep vehicles clean and valeted.
- Provide leadership and guidance to team members, fostering collaboration while coordinating and directing work activities, even in the absence of direct line management responsibilities.
- Ensure the priorities and work plans of staff align with the operational goals and objectives of Unisafe.
- Monitor performance, conduct objectives, development and reflection (ODR) processes and support individual development plans.
- Ensure all Unisafe team members are trained to the required standard with accurate training records maintained.
- Create and maintain effective relationships with stakeholders and key contacts across the organization.

Fleet Operations

- Monitor and process all driver authorisation, accident and or vehicle damages and fleet inbox enquiries as appropriate.
- Ensure all the relevant controls and processes are in place to maintain driver safety, this includes: maintaining driver safety standards, vehicle maintenance and driver competency.
- Monitor fleet utilisation and recommend any changes as required for under or over utilisation.
- Arrange servicing, repairs, WOF/COF, registration and road user charges for University owned vehicles and ensure any scheduled leased vehicles are processed via lease company as per agreement.
- Maintain accurate fleet records, vehicle documentation and compliance information.
- Monitor telematics/GPS information and escalate issues relating to vehicle misuse or unsafe driving.
- Monitor EV charging services to ensure any issues are resolved quickly.
- Coordinate vehicle signage, equipment installation and accessories.
- Generate monthly KPI reporting and take any actions to remediate any issues highlighted.
- Facilitate the weekly overspeed process with People and Capability.
- Maintain and adhere to policies relating to vehicle use, driver safety.

Parking Operations

- Respond to parking enquiries and support staff, students and visitors regarding parking services.
- Oversee parking compliance processes in coordination with Campus Security.
- Maintain parking databases and ensure records remain accurate and up to date.
- Assist in monitoring parking utilisation and identifying improvement opportunities. Direct parking enforcement operations at the University
- Manage the requirements for parking special events on campus including VIP parking and shuttle planning.
- Investigate and resolve customer complaints and concerns in relation to parking.
- Manage the maintenance of the physical condition of the parking including signage, surface and lighting in conjunction with Campus Services.

Supplier and Contract Coordination

- Maintain effective working relationships with fleet and parking suppliers, this will include regular scheduled operational meetings as well as day-to-day correspondence to ensure the overall service is effective.
- Coordinate maintenance providers, leasing partners and parking system vendors.
- Obtain quotes for repairs and maintenance and process approvals within delegated authority.
- Monitor supplier performance and escalate issues where required.

Financial Administration

- Complete relevant internal charging and cost recovery processes relating to fleet vehicles and parking enforcement.
- Maintain accurate records for operational expenditure.
- Assist with preparation of fleet and parking operational budgets.
- Report regularly on operational cost associated with leases, petrol/diesel, EV charging, parking enforcement and additional expenses.

Health & Safety

- Promote safe vehicle use and maintain driver safety training programme registration so only trained staff have access to drive fleet vehicles.
- Conduct regular vehicle familiarisation sessions so staff are familiar with the physical functioning of the fleet vehicles.
- Monitor incidents and accidents involving fleet vehicles and assist with reporting and insurance claims.
- Comply with responsibilities outlined in the University Health and Safety Policy.
- Contribute to maintaining a safe and healthy working environment.
- Highlight and log any health and safety incidents relating to vehicle and parking safety.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The University Fleet & Parking Supervisor will be performing satisfactorily when;

- All fleet vehicles are kept safe, roadworthy, and compliant, with servicing, WOF/COF, registration, and road user charges completed on time and recorded accurately.
- Vehicle incidents, damage, and unsafe driving behaviour are followed up promptly, with appropriate action taken and issues escalated to the manager when required.
- Fleet activities consistently comply with University vehicle policies, health and safety requirements, and relevant legislation.
- Internal charging and cost recovery processes are accurate, timely, and supported by reliable data.
- Quotes, repairs, and disposals are managed in line with delegated authority and within allocated budgets.
- Utilisation data and supporting information are prepared on time to support budget setting and planning.
- User enquiries are responded to promptly and professionally, and users are clearly informed of their responsibilities and safe vehicle use requirements.
- Fleet systems (booking systems, telematics, records, and databases) are kept up to date, accurate, and well maintained.
- Parking systems (booking systems, aero ranger, records, and databases) are kept up to date, accurate, and well maintained.
- Parking incidents are recorded in the reporting system.
- Parking breaches are addressed promptly.
- Parking issues and risks are raised early and worked through with the manager.
- Maintain clear parking signage and communication of parking rules across campuses.
- Maintenance, leasing, insurance, and service suppliers deliver services as agreed, and issues are addressed in a timely manner.
- Supplier performance issues and risks are raised early and worked through with the manager.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Tertiary qualification or an equivalent level of knowledge gained through relevant experience

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Minimum of three years' experience working in the motor vehicle/transportation industry and/or fleet management
- Knowledge of the motor industry and ability to deal with dealers, manufacturers, government authorities, contractors and service providers along with having a strong customer focus.
- Experience working within the Microsoft suites and collating and preparing reports
- Experience leading through influence Experience working with a computerised financial package.
- Ability to effectively build and maintain effective relationships with internal and external stakeholders
- Analytical mind set and good problem-solving skills
- Mechanical aptitude and/or knowledge of vehicle maintenance.
- Budgeting/financial planning and accounts experience.
- Full clean drivers licence.
- Planning and scheduling experience.

PERSONAL QUALITIES

- Shows a high level of initiative and the ability to assume responsibility
- Excellent communication skills
- Flexible and self-motivated
- Excellent time management skills
- High standards of work quality and output, with the ability to work in a busy environment.
- Ability to deal with a broad range of people from different cultures/backgrounds.
- A professional, courteous and pleasant manner with strong customer focus ethos.
- Flexible attitude to work tasks and ability to maintain performance under pressure.
- Commitment to a high level of client service.
- Ability to work independently, with a minimum of supervision, but also as a team member when required.
- Respect for confidentiality.
- The capacity to show initiative along with discretion and judgement.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.