

GRADUATE GUIDE

Auckland Transport's Ngā Kaihoe Programme

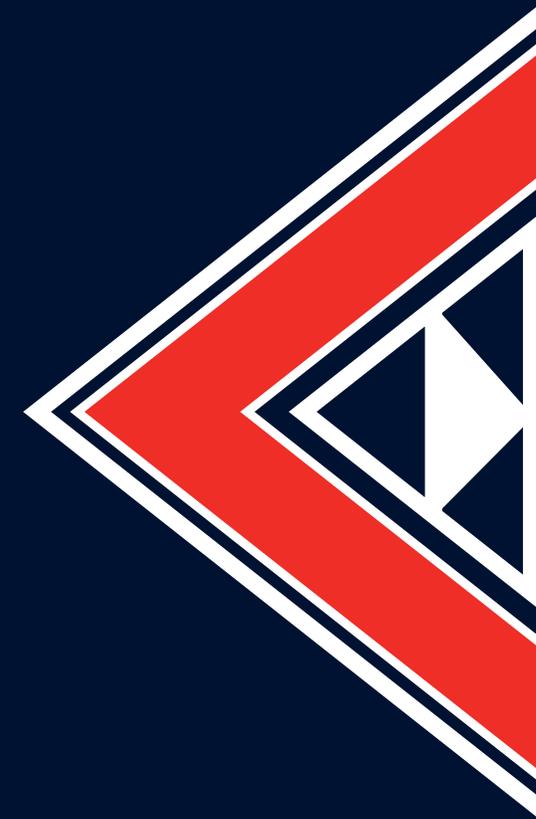


Let's go there



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WHO IS AT?

Auckland Transport is responsible for all of Tāmaki Makaurau’s transport services from roads and footpaths, to cycling, parking and public transport. We are responsible for keeping the region moving and building a transport system for the future. We manage \$19.1 billion of Transport related assets. We also build, maintain and improve infrastructure for a future Auckland. We are on a mission to shape our city and provide transport choices for a growing, vibrant city, we are catalysts for change, with each and every one of our nearly 2000 strong team having a pivotal role in moving Auckland forward.

Opportunity at AT is so much more than Transport and engineering though, we have roles and learning opportunities you might not even imagine possible with AT, we are a unique and multifaceted organisation with a huge range of roles you might not ever imagine to find at AT!

Our purpose, promise, values and principles go to the heart of our culture – who we are as an organisation, how we behave, our aspirations and what we want to achieve together for Auckland. Auckland Transport’s purpose is to create safer journeys and connect our people and communities, making a difference to our communities through worthwhile and meaningful work.

Auckland Transport is on a journey to improve the overall lives of Tāmaki Makaurau and Aotearoa and need your diverse thinking, growth mindset and fresh perspective to help drive innovation and change.

We have a plan, are you ready to join us and help make it a reality?



AND...WHAT IS THE NGĀ KAIHOE PROGRAMME?

Ngā Kaihoe is Auckland Transport's emerging careers programme, its for all and any intern or graduate hoping to jumpstart their careers. Our 18-month programme provides graduates with flexibility, variety and the opportunity to co-design and define their career, doing worthwhile work that makes a difference to the wider community, its legacy stuff!

The Ngā Kaihoe programme provides graduates with the freedom to explore Auckland Transport and themselves, choosing their own adventure whilst being supported by amazing leaders. Graduates are offered security and stability in their home function while also getting the unique opportunity to explore work in other departments across Auckland Transport, diversifying skillset and making connections cross-functionally and cross-agency.

Auckland Transport places a huge value on their people, seen through the value Maanakitangā, we care... full stop. Graduates are provided with trust and flexibility of work, learning and development opportunities that grow an individual both professionally and personally, and opportunity to do work they are passionate about. Auckland Transport's Ngā Kaihoe programme celebrates diversity of thought, diversity of experience, diversity of opportunity, individuals guiding their own career pathway in partnership with the business, the opportunity to grow is real!

Come join us... Let's go there!



Let's go there

NGĀ KAIHOE PROGRAMME – HOW DOES IT WORK?

Auckland Transport's emerging careers Ngā Kaihoe programme sees Graduates joining as Kaihoe for 18-months. Graduates remain in their home function for 18 months, having a Home Function Leader who provides stability and guidance.

Unique to Auckland Transport's programme is the flexible ways of working and the variety of opportunity offered to graduates. As part of the programme Graduates are given opportunity to complete placements cross-functionally and cross-agency, either part-time (for example you might work across two projects 20 hours each) or full-time work. This could be seen through a Graduate who is in the Planning & Investment Team doing a one month part-time placement in the Finance division, diversifying skillset and opening opportunity or a two month full-time placement in Integrated Networks helping deliver a key infrastructure project. What you will find is that many of these projects are inter connected and interdependent on skills – it's a great way to join the dots and really understand the business.

Once the 18-month programme has completed, graduates at Auckland Transport are seamlessly transitioned off the programme into permanent landing roles.

Auckland Transport's Ngā Kaihoe programme provides graduates with stability, security and the opportunity to be a long-term member of a team. Placements also allow for graduates to have meaningful, stretchy learning opportunities beyond the scope of their degree, creating well-rounded graduates who have successfully kickstarted their career.

HOW DO I APPLY?

CV submitted: Your application will include your CV and transcript (an unofficial transcript at this stage is absolutely fine). In the application form you will have the opportunity to tell us why you want to work at Auckland Transport and how your skills and experiences align with the work we do. Your application is officially underway!

Situational Judgement Questionnaire (SJQ): Our SJQ provides you with some situations that you might typically come across in your work at Auckland Transport to help us evaluate your fit with the way we work. Its also a great way to get to know some real life examples you might encounter as a graduate at AT, its not a test and designed to give you a chance to get to know us and visa versa.

Gamified assessment: Our gamified cognitive assessment is comprised of six mini interactive games to assess your numeracy, verbal reasoning and critical thinking.

Video interview: The video interview stage provides you with an opportunity for you to tell us about some of your skills and experiences. To make sure you put your best foot forward, we will give you tips and hints to support you through this stage of our process. We want people to be comfortable and show their best selves!

Assessment centre: Congratulations on making it to the final stage of the Ngā Kaihoe application journey! You will be welcomed to Auckland Transport's headquarters on the viaduct for a half-day assessment centre where you will complete a group activity, individual assessment and an interview. You will also get the chance to meet some amazing Auckland Transport employees and learn about what makes Auckland Transport an amazing place to work! A real taste of our culture and the leadership at AT.

DIVERSITY AT AT AND WHAT THIS MEANS AS A CANDIDATE/EMPLOYEE



As an organisation representing Tāmaki Makaurau, Auckland Transport places a huge focus on ensuring that we represent the diverse make up of our community. We aim to reflect the increasingly diverse communities we serve in this growing, vibrant region and have an inclusive, thriving and high performing culture where people come first, feel safe, respected, valued and supported, regardless of differences. We give everyone equal opportunity and celebrate the different perspectives and talents that each of us brings.

We value differences and see them as our strength, with everyone being encouraged to bring their full self to work as when our employees are thriving so are our communities.

Auckland Transport drives diversity and inclusivity through our connect groups which bring together and celebrate our differences. An example of some of these groups:

**UNITED COLOURS NETWORK • AT PASIFIKA NETWORK • MANA KA MĀORI
BEYOND BORDERS • HAKUNA MATATA • RAINBOW NETWORK
INCREDIBLE INDIA • WOMEN'S NETWORK • CHINESE AT HEART**

CULTURE & TRANSFORMATION

Auckland Transport is on a journey to become more aligned to customer needs, more agile in responding to strategic shifts and more focused on service delivery. Our **people** are the key to our success. Enhancing the experience of our people to align with our customer promise is also key to our transformation. Our Culture and Transformation team leads this comprehensive internal transformation programme and people strategies to ensure AT achieves its objectives. Our key focus areas include creating a thriving, inclusive, high performing culture, developing a culture of leadership and learning, building a connected community of constructive leaders, and building a sustainable workforce for the future to attract, grow, develop and retain talented people.

The teams within Culture and Transformation are vast and varied including people experience, learning and capability and change and engagement. Graduates within the Culture and Transformation team will get the opportunity to work cross-functionally and in an agile way, expanding skillsets and gaining experience across all areas within Culture and Transformation. This could include designing AT's capabilities so we are fit for the future, designing and delivering learning workshops, recruiting for AT's future talent or implementing diversity and wellbeing initiatives.

As a team Culture and Transformation provide assistance across the organisation, ensuring that AT is a great place to work. Some key projects the team has recently delivered include redesigning this very graduate programme, creating Ngā Kaihoe our emerging careers programme, designing and building a technology platform, AT's new people service portal Pa Mai, designing and delivering Unconscious Bias workshops and creating bilingual voice in the lifts to serve our visually impaired.

“ One of the most interesting and empowering parts of my work is being encouraged to apply a Te Ao Māori lens to any aspect of my work – my culture is a core part of my identity and I’m valued for that part of me – meaning I am able to bring my most authentic self to work.”

Rahera Wharerau,
Culture and Transformation
Graduate

PROCUREMENT

The Procurement Team is a part of the Finance division and we support AT in achieving its purpose of “Easy Journeys, connecting people and communities” by:

- Proactively supporting the delivery of critical and important business priorities
- Improving commercial discipline and value for money
- Managing procurement supply chain and mitigating reputational risk
- Identifying and addressing systemic procurement process issues and opportunities
- Improving the effectiveness and efficiency of the procurement process
- Delivering broader outcomes through our procurement activities

Our mission is to be a ‘trusted business partner’ within the organisation, and position AT as a ‘customer of choice’ with our suppliers.

Procurement is all of the business processes associated with purchasing, it spans the whole ‘plan, source, manage’ cycle from the identification of needs to the end of a service contract, or the end of the useful life and subsequent disposal of an asset. Procurement supports AT’s business in the delivery of efficient output focused solutions underpinned by best practice procurement principles. We seek to leverage the procurement opportunities to obtain economies of scale through the use and development of innovative and robust procurement solutions. Such principles will however be balanced with the requirement to maintain a sustainable, fair and competitive supplier market.



Safety is a priority across our whole procurement lifecycle, and increasingly we must use the levers of Sustainable Procurement (social, cultural, economic and environmental), as part of our Sustainable Procurement Action Plan, to enhance Value for Money outcomes – “doing well, by doing good”.

PLANNING & INVESTMENT

Auckland is growing rapidly, and with this growth comes infrastructure challenges, particularly in how we plan, fund and build our transport network. In short, the Planning and Investment Division plays a key role in ensuring that Auckland's response to growth is proactive, rather than reactive. By working with partners internally and externally, the Planning and Investment division produces quality planning documents, frameworks and policies to guide Auckland's development and deliver on Auckland Transport's strategic objectives.

Across the Planning and Investment division, staff come from a range of backgrounds. This is critical to ensure the right considerations are made given the complex and cross-disciplinary nature of planning and development in growing cities like Auckland. Planning and Investment's diverse teams are involved at all stages of the urban development planning process. For instance, our Integrated Network Planning team contribute to Auckland's strategic transport vision for the medium to long term, while the Strategic Land Use and Spatial Management team respond to more immediate growth management issues like plan changes and resource consents. Planning and Investment is also home to Auckland Transport's in-house Forecasting Centre, specialising in transport modelling. The division also specialises in providing expert sustainability and project management planning and advice.

Together, the division seeks to prioritise investment to realise Auckland's strategic transport vision. In doing so, the Planning and Investment ensures Aucklanders' transport needs are met, while also meeting Auckland Transport/ Auckland Council's broader social, environmental and economic objectives.

“ I'm passionate about making Auckland a better place to live now and into the future, and AT has a huge role to play in improving how we plan and manage our transport system to get these good outcomes.”

Fred Smithers,
Planning and Investment Graduate



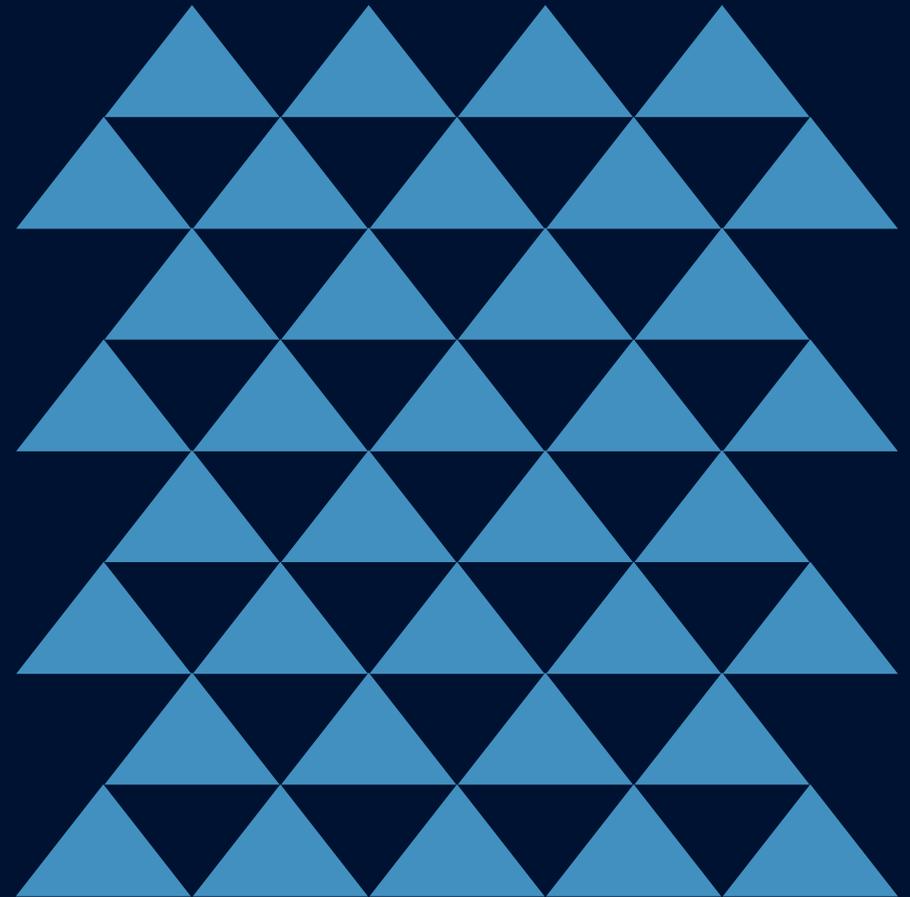
INTEGRATED NETWORKS

Integrated Networks is one of the many teams within Auckland Transport, responsible for providing a variety of services to support and deliver projects on the Auckland network. They look after the huge capital projects and programmes of work and also the maintenance of assets.

There is a vast range of enhancements in progress across the rail, bus, and cycleway corridors. The Integrated Network projects vary from structural, civil, mechanical, electrical, computer systems, and environmental. These projects allow for collaboration with consultants and contractors to achieve a high-level project completion standard. Integrated Networks works with a wide range of disciplinary backgrounds, from engineers to project managers.

“ What I love most about my job is the fact that I’m able to positively contribute to projects within my community.”

Samisoni Tupou,
Graduate Project Manager



CUSTOMER EXPERIENCE



The Customer Experience (CX) division is an important part of AT after all it's what we do what we do! This division has brought together different customer-centric capabilities from across the business, with a focus on becoming more aligned to customer needs and our ultimate goal to provide AT customers with easy journeys (whatever mode of transport that might be).

Being a graduate within the CX division means you can work with a range of teams. These teams include customer experience design, market insights and voice of the customer, customer and digital experience, marketing and customer engagement, and finally, customer services. All these teams work on projects which lead step change in the way AT listens, plans, designs and delivers for customers.

Projects within Customer Experiences have a focus on two key experiences, commuting and community living. Projects include the recent "Let's go there campaign", which focuses on commuting and community living to provide easy journeys for Aucklanders. Each project you are involved in will work towards improving customer experiences of getting around Auckland (be that in public transport, private vehicle, walking and cycling). We also have apps for all of this and continually improve our customers access to real time information.

“ I love the variety of work offered to me as a graduate. I have broadened my horizons of what I am capable of.”

Kaitlyn Relf, Customer Services Graduate

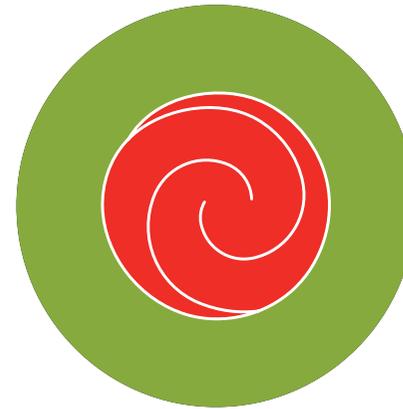
GOVERNANCE

The main focus of Governance is to ensure there are processes in place within an organisation to enable important decisions regarding the organisation's future to be considered, determined, communicated, monitored and assessed.

The role of Governance at Auckland Transport is hugely varied also – it enables necessary visibility and accountability for better delivery performance. As an organisation that delivers 600+ projects, with a >\$10 billion capital programme by 2027/28 and 8+ key plans/statements that contain key commitments to deliver against, the role of governance is essential and incredibly valuable to AT.

As a graduate working in Governance, you'll be exposed and involved in a variety of work partnering with the wider business. From assisting the Governance Specialist to organise board and committee meetings, to having your own projects to create and deliver, no two days are the same.

You will gain an insight into the processes behind how decisions are made at our organisation. What plans and commitments we work to, you'll also be incredibly visible and have exposure to the big wigs at AT. You get to meet and work with the Executive Leadership Team as well as our Directors (our Board of Directors) and have such a unique opportunity to understand how a complex, large, multifaceted organisation runs.



“ Working in Governance has not only given me great exposure to the big decision makers in the organisation but has also allowed me to contribute to the distribution of information to; our Chief Executive, ELT, Board and other various sub-committees.”

Vao Sika, Governance Graduate

FINANCE

AT's Finance division works across a range of streams including Procurement, Funding & Analysis, Financial Reporting, and Capital Programme Support, to partner with the business to provide support, management reporting, budgeting, forecasting and financial advice.

Our Finance division is large and complex made up of a variety of individuals from different backgrounds and disciplines who love what they do and are committed to achieving AT's objectives and strategic goals. Our strong collaborative relationships mean we work together to provide financial and economic advice, peer review and assist with business priorities. Basically we are much more than just the numbers and data, we truly partner with the business to achieve our key objectives ultimately with our people and the customer in mind.

Finances main focus is achieving sustainable 'value for money', using a variety of accounting systems to provide finance functional system support, working through complex issues, working with numbers, and thinking analytically while providing key insights.

Finance has exposure across all projects and activities at AT as we secure funding, provide liaison and coordinate financial analysis to ensure effective performance and management of finances. Some key projects within the Finance Division include City Rail Link, Electrically Powered trains, Auckland Manukau, Eastern Transport Interchange, City centre integration, Albany Highway, and the Ferry Basin Redevelopment.

“ AT's Finance division provides me a wide exposure across all projects and activities in a variety of functions, allowing me to combine my love of numbers together with my desire to make a meaningful contribution to Auckland.”

Stephanie Gallop, Funding & Analysis Graduate

SAFETY

Safety is one of our AT Values – Tiakitangā – Safe with us. Our team enables and champion safety to ensure everyone gets home safe and well everyday with the key objectives of making Auckland's Transport System safe and enabling and enhancing our culture and capability.

Within the Safety team there are 2 sub-teams consisting of Safety Development and Safety Enablement. The team is a blend of Transport Safety and Health & Safety. Overall a team of committed and caring individuals who love what they do for the safety of Tāmaki Makaurau.

A couple of projects the team has achieved in the past are the Vision Zero Strategy, Road Safety Programme Business Case and Threats and Aggression Sprint (ongoing) to name a few. Current projects include Vision Zero Learning Strategy, Monitoring & Evaluation Programme for Vision Zero, Improving Synergy (our internal safety reporting and management system) , Deep Dive Risk Management, Safety Assurance Activities and the Health, Safety and Wellbeing Rep Programme. Safety is all about people and our people and commuters are at the heart of what we do.

“ What I love most about my job is being able to connect with people from all over the business and contribute to keeping people safe.”

Karishma Doe, Safety Graduate



SERVICE DELIVERY

Auckland is a fast-growing city, currently home to over a third of New Zealand's population. In order to adapt to our fast-growing city, our Service Delivery team carries out proactive operational management of Auckland's transport network. We work with customers and stakeholders to investigate and respond to requests for network improvements. Our focus is on identifying and prioritising projects to improve network performance and road safety for all modes.

Our team are filled with passionate and supportive individuals who have a common vision to make Auckland a better place. Our collaborative energy helps influence, inspire and progress work within communities.

From constructing roundabouts and footpaths to installing road signs and markings, our team work on a variety of projects ranging in size. One of these projects includes the Dominion Road motorcycle safety trial. This trial addresses motorcycle rider safety by trialling safety improvement using smart technology on our highest motorcycle crash risk road. Improved visibility and awareness around the intersections of people on bikes will reduce the chance of death and serious injuries. The trial is another step towards a safer transport network.

Service Delivery are also responsible for revenue generation for Auckland Transport with our Parking Wardens, safe schools programmes and Transport officers all working within Service Delivery.



“ I love how I can change Aucklanders' daily commute to make it much safer and efficient.”

Sylvia Jung, Engineering Graduate

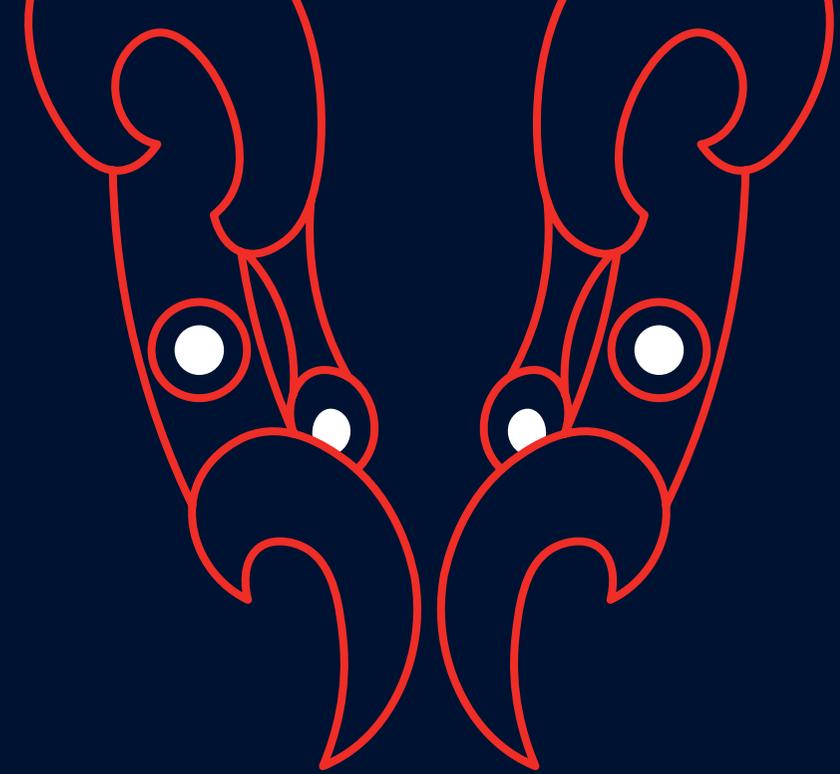
STAKEHOLDER, COMMUNITIES & COMMUNICATION

Stakeholder, communities and communications are a creative bunch who are passionate about what we do and how we are helping to improve transport services and choices. We are responsible for looking after the reputation of Auckland Transport by providing support and advice on all communication and engagement activities with our stakeholders, elected members and communities across the region.

Our Community Engagement team operates on a regional hub model with offices based in the north, central, west and south, and our media, strategic communication and strategic consultation teams are based within our head office at Viaduct Harbour in central Auckland.

Our teams provide consultation and engagement with communities and stakeholders, communications and events, elected member relationship management and media management including running our social media channels.

Our team has been involved in the Downtown programme transforming and revitalising the area around Quay Street with wider footpaths, more trees and greater opportunity for business and events. Over the past couple of years we have been upgrading the Puhini train station into a major bus and train interchange. It will provide passenger with a faster and more efficient way to travel from the city centre to Auckland Airport. We have also been involved in upgrading one of Auckland's most iconic roads, Karangāhape road to include new cycleways, a greener environment and a reduction in kerbside parking that will allow more buses during peak hours.



“ Whether engaging with mana whenua or presenting to the AT board; my role in stakeholder, communities and communications has pushed me to dive deep into the river of networks and relationships that drive our AT waka forward.”

Bailey Masters, Maori Policy and Engagement Graduate

BUSINESS TECHNOLOGY

Business Technology is a fast-paced, innovative division which consists of a range of functional streams such as Digital & Technology Delivery, SecDevOps, Digital Architecture and Corporate Analytics, to provide solutions and insights on key technological business problems. Through collaboration and cooperation, we ensure smart and impactful solutions are developed to help keep Auckland moving.

Technology transforms the way we use information to overcome Auckland's biggest transportation challenges. By joining Business Technology at Auckland Transport, you will have the opportunity to be a part of cross-functional teams delivering a safe and intelligent transport network.

Some exciting projects Business Technology have worked on recently includes Future Connect, an interactive mapping web application for exploring the long-term network plan for Auckland's transport system, computer vision analytics that were used to predict occupancy during the Americas Cup, and even advanced data science techniques to understand the sentiment from customer interactions.

“I enjoy getting to see and be a part of the cool projects within Business Technology and collaborating with people across the organisation.”

Vandol Ton, GIS Graduate



RISK & ASSURANCE

Rapid population growth, technological advances and rising public and stakeholder scrutiny are driving increased customer and stakeholder expectations for personalised responsive transport services and options and an overall higher level of organisational performance. Our responsibility as Risk & Assurance is to help AT to deliver its objectives in this complex environment. We do this by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management and control processes across the organisation.

We are a team of experienced qualified lawyers, risk management specialists, certified fraud examiners, accountants and auditors. With a focus on creative thinking and a culture of innovation we deliver quality services in an integrated collaborative way.

As a team we provide AT with a range of legal, risk management and assurance services, including facilitating risk identification, assessment, prioritisation and treatment, promoting probity and compliance to procurement processes, leading investigations on risk or concerns of fraud, corruption and unethical behaviour, providing legal advice on legislation, various business transactions, policies and decisions and representing AT in litigation matters, overseeing compliance with laws, regulations, policies and procedures and delivering risk-based internal audits. We can guarantee variety and learning opportunities!



STILL READING AND INTERESTED? NEXT STEPS AND WHERE TO FIND US

If you are passionate about jumpstarting your career doing meaningful work that makes a real difference for Tāmaki Makaurau and Aotearoa then Let's Go There!

To explore your opportunities and start your journey at Auckland Transport check out our [Graduate Careers Page](#) or email us at recruitment@AT.govt.nz

