Position description

Position title: Traffic Warden

Position type: e.g. Fixed Term – 1 December to 28 February (annually), 7 days a week, 9a.m to 2p.m daily

Location: Zealandia, 53 Waiapu Road, Karori

Supervisor: Health & Safety and Facilities Manager

Purpose of the role

The Traffic Warden supports a safe, welcoming and efficient arrival and departure experience for visitors to Zealandia. The role directs vehicles and pedestrians within the Zealandia Visitor Centre and Tanglewood car parks, helps manage peak-period congestion, and provides clear, courteous information while following approved traffic-management and health and safety procedures.

Like all members of staff at Zealandia Te Māra a Tāne, the person in this role will be expected to actively uphold the principles of Te Tiriti o Waitangi, maintain and promote exceptional health and safety, and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia Te Māra a Tāne is an organisation that cares for a 225-ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique forested valley—Te Māra a Tāne. Zealandia's first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia Te Māra a Tāne's next generation is focused on 'Living with Nature—Tiaki Taiao, Tiaki Tangata'. *"We connect people with our unique natural heritage, and inspire actions that transform how people live with nature in our cities, towns and beyond".* This purpose is visible through our leading education, conservation, restoration and engagement activities.

Zealandia Te Māra a Tāne is a not-for-profit organisation, and its conservation, restoration and outreach work is made possible by an award-winning sustainable business model. Funding currently comes from visitors and tours, our café, memberships, grants, sponsorships and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 15,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne community.

As an organisation we honour Te Tiriti o Waitangi and are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

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The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have real on-ground outcomes for conservation and community engagement, and to be part of a successful team.

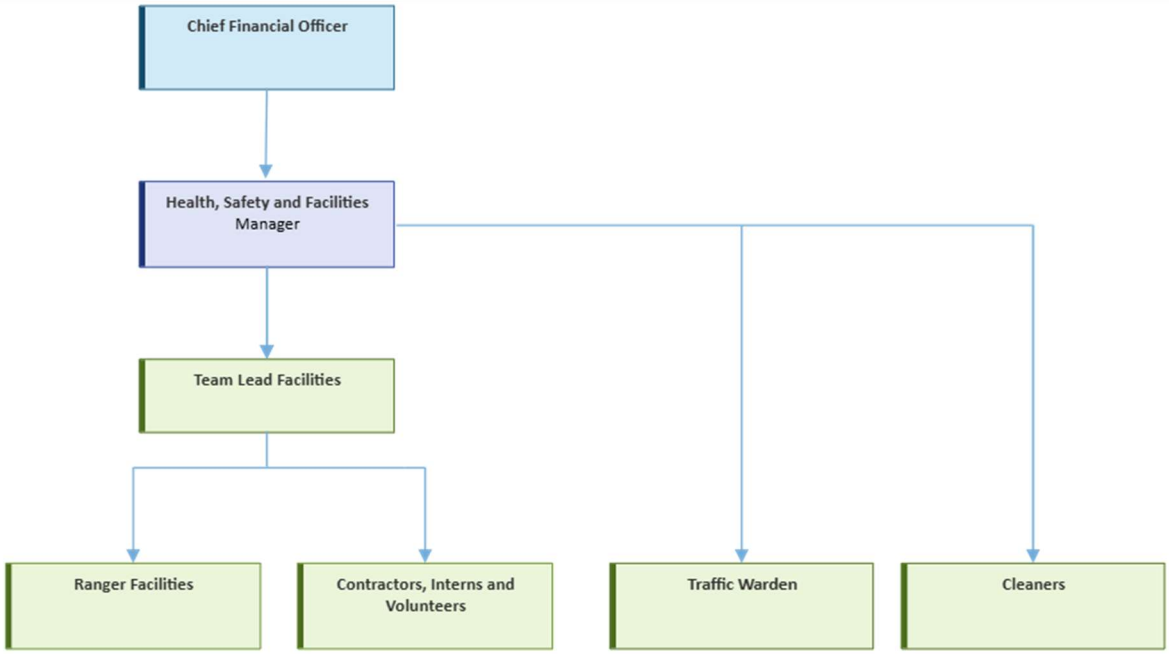
Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more please go to www.visitZealandia.com/

About this position description

As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and for employment. Zealandia Te Māra a Tāne is a seven day per week operation. After-hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, with the exception of a designated smoking area.

The Health, Safety and Facilities team



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Key responsibilities

1.	**Traffic Management**
	• Direct vehicle movements, parking and pedestrian flow in the Zealandia Visitor Centre and Tanglewood car parks. • Apply the site's approved traffic-management arrangements and instructions from the duty manager or delegated supervisor. • Welcome visitors and provide clear, respectful directions about parking, drop-off and pick-up areas, accessible parking, pedestrian routes and Visitor Centre access. • Monitor car-park occupancy, queues, vehicle movements and potential conflicts, and adjust directions within approved procedures. • Keep emergency access routes, designated no-parking areas and operational zones clear. • Place, check and remove approved cones, signs and other traffic-control equipment as directed. • Promptly report hazards, incidents, near misses, unsafe behaviour, damaged equipment and traffic-management issues. • Seek assistance promptly where a driver does not follow directions or where a situation may escalate; do not place personal safety at risk. • Communicate effectively with Visitor Centre staff, contractors and other relevant team members. • Maintain a professional appearance and complete any required shift records or handovers. • Carry out other reasonable duties consistent with the purpose of the role.
2.	**Mātauranga and te ao Māori**
	• Make an effort to learn appropriate pronunciation of te reo Māori, and use it appropriately. • Champion the appropriate and respectful use of te reo Māori, tikanga, and mātauranga Māori within the team. • Engage in training opportunities that support upskilling as required, particularly in tikanga and te reo Māori.
3.	**Health and Safety**
	• All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards and using appropriate safety equipment. • Adhere to Zealandia's code of conduct to support a healthy, safe and enjoyable work environment. • Ensure health and safety is addressed in day-to-day activities for all staff, volunteers and visitors working in and around our visitor centre and carpark areas. • Ensure your workspace is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia's policies on safety. • Promptly address any responsibilities assigned to your area by the Health and Safety Officer (these responsibilities are noted above in Section 4, if applicable).
2.	**Biosecurity**
	• We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500 year vision. • All employees must take the biosecurity of Zealandia Te Māra a Tāne seriously so the risk of accidental introductions is minimised. • Ensure all visitors and groups visiting with you adhere to biosecurity processes.

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NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key relationships

Internal:

- Visitor Centre Team
- Tours Team
- Health and Safety and Facilities

External:

- Suppliers
- Zealandia Te Māra a Tāne Members and visitors

Person specification

Qualifications and experience

- Previous experience in traffic control, parking operations, events, security, visitor services or a similar role is desirable.
- A current first aid certificate and relevant traffic-control training are desirable, but training will be provided for the appropriate candidate.

Personal Attributes

- This is a fixed-term role covering the period from December to the end of February.
- The role is rostered for one five-hour shift each day, seven days per week. The appointed employee's actual days and hours will be set out in the employment agreement and roster.
- Availability is required on weekends and public holidays during the contract period, excluding Christmas Day.
- The role is primarily outdoors and involves prolonged standing and walking, exposure to sun, wind and rain, and working near moving vehicles.
- The employee must be able to safely perform the inherent requirements of the role, with reasonable accommodation considered where appropriate.
- Confident giving clear directions to drivers and pedestrians in a busy public environment.
- Friendly, calm and professional manner with strong customer-service skills.
- Good situational awareness, judgement and ability to follow established procedures.
- Reliable, punctual and able to work independently while staying connected with the wider team.
- Clear verbal communication and the ability to use a radio or other issued communication device.

October 2026

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