

# Driver Performance Manager

<b>Functional Area</b> All	<b>Location</b> Christchurch or Timaru	<b>Reporting Manager</b> GM Safety, Quality and Compliance
<b>Date: May 2026</b>	<b>Budget/DFA: N/A</b>	<b>Direct Reports: 4-6 (potentially)</b>

## Purpose of the position

Hilton's purpose is to be New Zealand's most valued and trusted logistics provider through exceptional performance and role modelling of our values (People, Safety, Customer & Future).

The Driver Performance Manager is responsible for establishing, leading, and embedding a best-practice driver training and compliance function across the business. This role exists to set the standard for what "good" looks like in driver capability, training consistency, and regulatory compliance.

The role will build and lead a team of Driver Trainers, ensuring all driver training, assessment, and competency frameworks are consistent, robust, auditable, and aligned with both NZTA requirements and Hilton operational standards.

This role is both strategic and hands-on — designing the framework while ensuring it is effectively executed in the field.

### Key Objectives:

- Establish a national driver training and compliance framework that is consistent, scalable, and audit ready.
- Lead and develop a high-performing team of Driver Trainers who deliver best-in-class training and assessment.
- Ensure full compliance with all regulatory, safety, and internal training requirements.
- Lift overall driver capability, safety performance, and professionalism across the fleet.
- Provide visibility to the business on training performance, compliance status, and capability gaps.

## Key Accountabilities

### *Key Accountabilities*

#### Training Strategy & Framework

- Design, implement, and continuously improve Hilton's driver training strategy, standards, and competency framework.
- Define what "good" looks like for driver capability across all operations.
- Standardise training content, assessment criteria, and onboarding processes across the business.
- Ensure alignment between training programmes and operational requirements.

- Lead the development of training pathways (new drivers, experienced drivers, remedial training, specialist operations).

### **Leadership & Team Management**

- Recruit, lead, and develop an initial team of 2 Driver Trainers.
- Set clear expectations, performance standards, and accountability measures for the team.
- Coach and support Driver Trainers to ensure consistency and quality of delivery.
- Conduct regular performance reviews, field observations, and capability development plans.
- Foster a culture of professionalism, consistency, and continuous improvement.
- Upskill and develop current lead drivers

### **Compliance & Assurance**

- Own the integrity of all driver training and competency records.
- Ensure all training meets NZTA, legal, and company compliance requirements.
- Implement audit processes to verify training quality, consistency, and documentation.
- Provide assurance to the business that driver competency is accurately assessed and recorded.
- Lead internal and external audits relating to driver training and compliance.

### **Operational Integration**

- Work closely with Operations Managers to align training delivery with operational needs.
- Ensure training supports safety, productivity, and customer outcomes.
- Provide input into driver recruitment, onboarding, and retention strategies.
- Act as the subject matter expert on driver capability and performance.

### **Performance & Continuous Improvement**

- Use data (E-road, incidents, compliance breaches, driver performance metrics) to identify trends and risks.
- Drive targeted training interventions to address gaps and reduce incidents.
- Establish KPIs for driver training effectiveness (e.g. incident reduction, compliance rates, audit outcomes).
- Lead continuous improvement initiatives across safety, fuel efficiency, and driver behaviour.

### **Health, Safety & Wellbeing**

- Champion Hilton's "Safe Work, Safe Home" philosophy.
- Ensure all training embeds strong safety practices, fatigue management, and risk awareness.
- Participate in incident investigations where driver behaviour or capability may have been a contributing factor.
- Ensure corrective actions are translated into training improvements.

### **Communication & Stakeholder Engagement**

- Provide clear reporting to senior leadership on training performance and compliance status.
- Build strong relationships with Operations, HR, and Health & Safety teams.
- Engage with external stakeholders (NZTA, auditors, training providers) where required.
- Influence and challenge the business to maintain high standards of driver performance and compliance.

### **Systems & Reporting**

- Ensure training systems are accurate, current, and fit for purpose.

- Develop dashboards and reporting that provide visibility of training completion, competency, and risk areas.
- Ensure all documentation is audit-ready and consistently maintained.

## Key Relationships

	Contact	Type
<b>Internal Relationships</b>	GM – Safety, Quality & Compliance National Operations Managers	Strategic alignment, reporting, and operational support
	Lead Drivers	Compliance oversight and training alignment
	Drivers	Mentoring, and quality assurance
	Health & Safety, HR, and Quality teams	Training, assessment, and capability development Support with training, compliance, and record keeping
	Dispatchers & Operations Managers Internal support functions	Coordination of training with operational demands Support
<b>External Relationships</b>	NZTA and licensing agencies	Endorsement and compliance requirements
	Customers	Support for customer-specific operational and compliance needs
	Training providers and assessors	External training partnerships and credentialing

## Skills and Qualifications Required

<b>Qualifications</b>	Class 5 Driver Licence with <b>I (Instructor) Endorsement</b> Essential <ul style="list-style-type: none"> <li>• Adult education or workplace training qualification (e.g. NZTA or MITO-approved)</li> <li>• Certificate in Transport Management or equivalent</li> </ul>
<b>Experience</b>	Essential

	<ul style="list-style-type: none"> <li>• Proven experience developing and implementing driver training and competency frameworks across multi-site operations.</li> <li>• Demonstrated experience leading and developing training</li> <li>• Strong working knowledge of NZTA requirements, driver licensing, fatigue management, logbooks, and transport compliance obligations.</li> <li>• Experience conducting driver assessments, coaching, and remedial training programmes.</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Experience in team leadership or supervision</li> <li>• Experience using electronic fleet management and compliance systems (E-Road, iCOS, etc.)</li> <li>• Experience working within large-scale or geographically dispersed transport operations preferred.</li> </ul>
<p><b>Personal Attributes</b></p>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Strong leadership presence with the ability to set standards and hold people accountable</li> <li>• Highly credible in transport operations — able to influence experienced drivers and leaders</li> <li>• Structured, disciplined, and detail-oriented</li> <li>• Commercially aware and outcome-focused</li> <li>• Strong communicator who can engage at all levels of the business</li> <li>• Data-driven with the ability to turn insight into action</li> <li>• Continuous improvement mindset</li> <li>• High integrity and professionalism</li> </ul>
<p><b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Promote sustainable practices in vehicle operation and driver education, including fuel efficiency, emissions reduction and environmental responsibility.</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• Undertake additional duties as may reasonably be required to support Hilton Haulage’s business objectives and driver development initiatives.</li> </ul>

**Our values**

### Our People

People make our business work.  
None of us are as smart as all of us.

**Respect. Care. Trust.**

### Our Customer

Providing value-add experiences.  
Do what we say we will do.  
Solving the problem.  
**Providing the solution.**

### Our Future

Being innovative.  
Finding sustainable solutions.  
Generate a fair return for tomorrow.

**Looking down the road ahead.**

### Our Safety

Controlling the risk.  
Empowered to stop.  
Going home in the same condition we arrived at work.

**Safe Work Safe Home.**

This position description acts as an overall guide to the role of Driver Performance Manager, employed by Hilton Haulage Limited Partnership.

I acknowledge that I have read, understood and agree to abide by the job description as it applies to the role of Driver Performance Manager.

Name: .....

Signed: .....

Date: .....

*Our vision is to be New Zealand's most valued and trusted logistics provider.*

