



HR Services Advisor

Position Description – People and Culture

Team:	HR Services	Location:	Auckland
Reports to:	HR Services Manager		
Role Type:	Fixed Term – maternity cover		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Safety, health, and well-being is our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The HR Services Advisor provides fit-for-purpose HR Services solutions that contribute to enabling KiwiRail's business objectives. This role partners with wider People & Culture colleagues and business leaders to implement various frameworks and workstreams impacting the employee experience. As the primary point of contact for HRIS (SAP SuccessFactors) optimisation, the Advisor gathers business requirements, identifies opportunities for improvement, and works collaboratively to deliver effective solutions. The role ensures a seamless employee experience through collaboration, continuous improvement, and proactive support across the organisation.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Lead delivery of specific HR Services work streams including systems and processes relating to performance and remuneration reviews, system updates out of organisation structure change, position management and more.
- Implement People & Culture policies, processes, and frameworks that reflect best practice and enhance employee experience.
- Drive continuous improvement through maximising and optimising KiwiRail's use of SAP SuccessFactors by championing system enhancements, driving user adoption, and ensuring data integrity.
- Act as the primary liaison for gathering HRIS-related requirements from stakeholders, translating business needs into system solutions, and coordinating with technical team members to implement improvements.
- Develop and deliver written communications, workshops and training sessions to promote awareness and capability of HR Services work within the business.
- Collaborate with wider People & Culture colleagues and functional teams to support organisational culture and strategic outcomes.

Key challenges

- Managing multiple People & Culture work streams in a complex environment.
- Balancing operational delivery with strategic initiatives under tight deadlines.
- Driving process simplification and system improvements while maintaining compliance.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	HR Services Manager		✓		
	HR Services Colleagues	✓		✓	✓
	People Partnering team			✓	✓
	Broader People & Culture Group			✓	✓
	Managers and employees		✓	✓	✓
	Shared Services; Safety, Health & Wellbeing; Finance; ICT			✓	✓

External	HR suppliers and service providers			✓	
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What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Model KiwiRail's Zero Harm principles and "walk the safety talk". • Comply with all rail safety standards and statutory requirements. • Identify and report hazards promptly and take responsibility for personal and team wellbeing. • Promote a proactive safety culture across People & Culture activities.
Customer Focus	<ul style="list-style-type: none"> • Deliver services that meet business needs and enhance employee experience. • Partner with leaders to understand priorities and tailor solutions accordingly. • Provide timely and accurate advice to managers and employees. • Support initiatives that strengthen engagement and recognition.
High Performing Teams Skills	<ul style="list-style-type: none"> • Build strong relationships across People & Culture and the wider business. • Share knowledge and collaborate to achieve team goals. • Support capability development through workshops and coaching. • Model KiwiRail's values and contribute to a positive team culture.
Commercial Acumen	<ul style="list-style-type: none"> • Ensure People & Culture processes and systems are efficient and cost-effective. • Contribute to remuneration reviews and market benchmarking. • Provide accurate data and insights to inform business decisions. • Identify opportunities for process improvement and resource optimisation.
Other Competences	<ul style="list-style-type: none"> • Champion continuous improvement and innovation in HR Services. • Maintain some level of employment legislation knowledge and HR best practice. • Leverage technology to enhance HR Services delivery and reporting. • Act as a trusted advisor to influence and guide stakeholders.

Decision Making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.

Key decision-making requirements of the position include:

- Implementing People & Culture processes
- Managing assigned work streams
- Advising on HR Services matters

Human Resources Delegations	Nil
Direct reports	Nil however leading project work is required
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage;
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- You have experience managing projects and change in a medium to large organisation.
- Demonstrated experience in HRIS administration and optimisation, preferably with SAP SuccessFactors or a similar platform.
- Strong stakeholder engagement skills and proven ability to gather business requirements, analyse processes, and deliver HR technology solutions that enhance organisational effectiveness.
- Experience in HR operations, systems, and processes, and can apply business strategy.

Ways of working / Work-related qualities

- Build strong relationships and influence at all levels.
- Have sound judgement and problem-solving skills.
- Communicate clearly and effectively – both orally and written.
- Work collaboratively and value diversity.
- Demonstrate initiative and can work autonomously.
- Model KiwiRail's values and foster an inclusive culture.

Other Requirements

- You can pass regular drug and alcohol screenings.
- You hold a current and valid NZ driver's licence.

Qualifications

- You have a tertiary qualification in HR or a related field, or equivalent body of knowledge.

