



Corporate Workspace Manager

Team:	Reception	Location:	Auckland/ Wellington
Reports to:	National Facilities Manager	Job family:	N/A
Role Type:	Permanent Full Time	Salary:	

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

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.



Health, safety and wellbeing is our number one priority. Good safety is good business

About the Role

Purpose of the role

The reception area is the first point of contact with the customers, suppliers, and the public.

The space and wider office environment must remain tidy, well maintained, and professionally presented to reflect KiwiRail as a professional organisation.

You are the owner for the Wellington Railway Station corporate workplace. You take day to day ownership of how the building operates, how people experience the space, and how issues are managed and resolved.

You act as the point of contact for building related matters, supporting staff, visitors, and workplace operations while reducing pressure on the wider Facilities team.

Key Accountabilities

Reception Area

- Being the first point of contact for both internal and external visitors, ensuring they are welcomed in a professional and efficient manner.
- Answering internal and external calls promptly, as the main switchboard operator, with back up from the other Corporate Hosts, and transferring calls to the correct areas of the business.
- Arranging couriers as needed.
- Providing guest Wi-Fi passwords to visitors, as required.
- Ensuring reception area is kept tidy and in good order, at all times.
- Assisting with catering for meetings once it arrives in the office, when required.
- Ensuring "Who's on Location" kiosks are working and available with ample stocks of labels.
- Supporting the Part Time Customer and Corporate Host in the Wellington Office.

General Administration

- Sorting all incoming mail daily and alerting staff (and following up) on the collection of mail from the mail room.
- Ensuring courier deliveries are collected from reception promptly and external courier deliveries are logged correctly.
- Managing kitchen and utility area stock, including weekly stocktakes.
- Managing milk deliveries for all of Wellington Railway Station, including increasing/decreasing the order due to peak times/holidays etc.
- Providing administrative support where possible and as directed.

Site Ownership and Coordination

- Act as the point of contact for Wellington Railway Station
- Maintain visibility of all activity occurring in the building
- Coordinate responses to issues, complaints, and requests
- Ensure issues are progressed and closed, not just logged
- Proactively identify emerging problems and intervene early

Contractor and Service Coordination

- Coordinate all contractors operating on site
- Manage contractor access, inductions, and on-site interfaces
- Act as the on-site contact for Facilities service providers
- Ensure contractors understand site expectations and constraints
- Resolve day-to-day issues without unnecessary escalation

Workspace Operations and Staff Movements

- Coordinate staff moves, churn, and workspace changes
- Support room setups, workshops, events, and special activities
- Ensure meeting rooms and shared spaces are fit for purpose
- Set and maintain workspace standards across the building
- Resolve shared space conflicts and usage issues

Front-of-House Leadership and Reception Oversight

- Line manage the receptionist
- Set daily priorities and standards for reception
- Ensure a professional and consistent front-of-house experience
- Ensure reception and visitor management operate smoothly
- Step in operationally when required

Access, Security, and Site Control

- Manage access cards, security passes, and key registers across the site
- Issue permanent and temporary access in line with agreed procedures
- Coordinate contractor, visitor, and staff access to the building
- Maintain accurate and up-to-date access records and registers
- Ensure all temporary passes are returned and access is revoked when required
- Maintain control of keys and sign-out processes
- Support site security protocols and emergency readiness, including familiarity with emergency systems and procedures

Facilities Administration and PO Support

- Raise and track purchase orders for Facilities activities
- Support tracking of minor works and operational spend
- Maintain basic records and site trackers
- Support the Facilities team with day-to-day administration

Health, Safety, and Site Readiness

- Identify, report, and follow through on hazards
- Support emergency procedures and site readiness
- Act as Fire Warden for reception and corporate areas
- Promote safe use of workspaces and shared areas

Key challenges

- Maintaining clear oversight of day-to-day activity within a busy, multi-tenant building with high staff numbers and frequent contractor presence.
- Balancing the needs and expectations of KiwiRail staff, tenants, contractors, and visitors while maintaining smooth workplace operations.
- Coordinating multiple activities occurring simultaneously within the building, including maintenance works, workspace changes, events, and operational requirements.
- Responding to workplace issues and requests in a timely manner while managing competing priorities.
- Ensuring shared spaces such as meeting rooms, reception, and common areas remain functional and well presented in a high-use environment.
- Maintaining strong communication with the Facilities team and other support functions while resolving many issues directly on site.

- Supporting a professional front-of-house environment while also managing broader building operations and coordination responsibilities.
- Using sound judgement to resolve day-to-day issues independently while escalating more complex matters when required.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	All employees		✓	✓	✓
	Facilities		✓	✓	✓
	Security and ICT			✓	✓
	Receptionist	✓		✓	✓
Internal	All visitors and guests to reception		✓	✓	
	Contractors	✓		✓	✓

What you will do to contribute

Health Safety and Wellbeing

- Safety is the first priority of all rail employees on the national rail system.
- Responsible for complying with rail safety system standards, procedures, and statutory requirements within your area of responsibility.
- Responsible for your own safety and that of other rail employees, contractors, and visitors within your work environment.
- Be aware of First Aid processes and procedures.
- Be the Fire Warden for reception area.
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area.
- Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors, and members of the public.
- Report all accidents and incidents to your immediate supervisor within one hour.

Customer Focus

- Provide a positive customer experience.
- Support a customer-focused culture at KiwiRail.
- Know our services well and explain them to customers.
- Respond quickly to customer needs.
- Develop solutions to meet customer requirements.
- Work with colleagues to improve customer outcomes.

**High Performing
Teams Skills**

- Set clear performance standards aligned with KiwiRail's goal
- Build a supportive and cooperative team environment
- Provide timely and constructive feedback
- Actively seek diverse perspectives in problem-solving
- Identify opportunities for coaching and mentoring

Records Management

- Ensuring you are aware of the policy and procedures around the creating, maintaining and destruction of records.
 - Ensuring no records are altered, transferred, or destroyed before the disposal date or without authorisation.
 - Ensuring you clearly document your work activities and established files are clearly identified so others can find them.
 - All records are to be kept in the relevant filing system, including emails.
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Decision Making

Not applicable for this role.

Human Resources Delegations	Nil
Direct reports	One
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.
- occasional lifting and carrying of items weighing up to 20 kg independently.

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

- Experience in administration/ reception or customer service environment.
- Well organised and able to prioritise conflicting demands.
- Excellent customer service skills.
- Excellent communication skills.
- Ability to build strong relationships with stakeholders.
- Able to deal with challenging personalities.
- Experience in facilities, workplace, or site operations
- Experience coordinating contractors and service providers
- Strong stakeholder and issue management capability
- Comfortable operating in a busy, high-visibility environment
- Able to balance competing demands and priorities

Ways of working / Work-related qualities

- You stay calm and composed in the face of challenges or ambiguity.
- You communicate well at all levels.
- You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others.
- You build rapport with customers, ensuring their needs are understood and met.

Other Requirements

- You can pass regular drug and alcohol screenings.

Qualifications

- 4 years secondary school.