



Executive Assistant

Position Description – Customer and Growth

Team:	Customer and Growth	Location:	Auckland
Reports to:	Chief Customer and Growth Officer		
Role Type:	Permanent		

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 are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

This role provides high-level executive partnership and leadership coordination support within the Customer & Growth function, a core revenue-generating area of the business.

Working closely with the Executive, the Executive Assistant enables focus on strategic and commercial priorities by creating structure, driving momentum, and ensuring effective follow-through across the portfolio. The role also supports the broader leadership team as required, helping coordinate deliverables, maintain alignment, and strengthen accountability across key initiatives.

This position plays a critical role in enabling high performance, effective engagement, and operational excellence across a fast-paced commercial environment.

Key Accountabilities

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

- Provide comprehensive executive administration support, including diary management, travel coordination, meeting and function organisation, and document preparation
- Manage incoming and outgoing correspondence, ensuring timely and accurate responses and filing
- Support project and event coordination, including preparation of reports, presentations, and briefings
- Oversee accounts administration, including invoice management, procurement processes, and expense reconciliation
- Liaise with internal and external stakeholders, maintaining professional relationships and upholding confidentiality
- Contribute to the wider administration team by sharing information, resources, and best practices

Key challenges

- Operating at pace in a highly dynamic environment, where priorities shift quickly and the Executive requires strong anticipation, judgement, and adaptability
- Managing a high volume of competing demands across the Executive, leadership team, and wider stakeholder group while maintaining focus on what is most critical
- Creating structure, clarity, and follow-through in an environment with multiple concurrent priorities and strong delivery expectations
- Supporting effective leadership team coordination and ensuring accountability for actions and deliverables across senior stakeholders
- Balancing proactive executive support with responsiveness to immediate and changing needs
- Maintaining strong stakeholder relationships and supporting engagement with internal and external customers in a professional and consistent manner
- Handling sensitive and commercially important information with a high degree of discretion and judgement
- Operating with a high level of autonomy while aligning closely with the Executive's priorities and ways of working

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Executive Leadership Team Members		✓	✓	✓
	Executive Assistants and Administrative Support			✓	✓
	People & Culture, Finance, Legal, and other Corporate Services teams		✓	✓	
	Managers and staff across various business units		✓	✓	
External	Government officials (as appropriate to the senior leader's role)		✓		
	Key customers and stakeholders		✓	✓	
	Industry partners and suppliers		✓	✓	

What you will do to contribute

Health Safety and Wellbeing

- Demonstrate a strong commitment to health, safety, and wellbeing in all aspects of work
- Ensure safe working practices are considered in planning, coordination, and delivery of activities
- Support a culture of care, wellbeing, and psychological safety within the executive and leadership environment
- Escalate and respond appropriately to risks, incidents, or concerns in a timely manner

Customer Focus

- Support the Executive and leadership team to maintain a strong focus on customer outcomes and experience
- Ensure customer context and insights are reflected in briefs, communications, and decision-making support
- Coordinate timely responses and engagement with internal and external stakeholders, including customers
- Contribute to a culture of customer-centric thinking across the leadership team
- Support resolution of issues or escalations through effective coordination and follow-through

High Performing Teams Skills

- Support the effective operation of the Customer & Growth leadership team through coordination, preparation, and follow-through
- Ensure clarity of priorities, actions, and deliverables across the leadership team

- Reinforce accountability by tracking actions and ensuring commitments are delivered
- Support collaboration across senior stakeholders to enable alignment and effective decision-making
- Contribute to a high-trust, high-performance leadership environment through strong organisation and communication

Commercial Acumen

- Support the Executive to focus on key commercial and revenue-generating priorities
- Ensure relevant information, insights, and context are available to support decision-making
- Understand how leadership decisions impact operational and financial outcomes
- Assist in coordinating inputs and information required for planning, reporting, and performance discussions
- Demonstrate awareness of commercial priorities within a customer and growth-focused environment

General Executive Support & Coordination

- Provide high-level executive support including diary, meetings, briefing materials, and coordination of priorities
- Manage competing demands and shifting priorities with sound judgement and strong organisational capability
- Prepare and synthesise information into clear, concise materials for executive and leadership use
- Coordinate communication and engagement across internal and external stakeholders
- Maintain confidentiality and exercise discretion at all times
- Support the Executive in maintaining focus on strategic and customer priorities
- Coordinate travel, meeting, and event logistics to support effective executive and leadership operations
- Prepare clear itineraries and briefing materials to ensure the Executive is well prepared for engagements
- Ensure arrangements are efficient, accurate, and aligned with company policies and priorities

Leadership Team Support

- Support coordination of leadership team meetings, agendas, materials, and actions
- Track and follow through on key deliverables and decisions across the leadership team
- Ensure alignment and visibility of priorities across senior stakeholders
- Support delivery of agreed outcomes through effective coordination and communication

Leadership & Project Delivery Support

- Support the coordination and delivery of key leadership initiatives and priorities across the Customer & Growth portfolio
 - Maintain visibility of actions, milestones, and deliverables to ensure progress against agreed outcomes
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- Coordinate inputs across multiple stakeholders to support effective execution of leadership priorities
 - Ensure information, reporting, and materials required for leadership decision-making are prepared, accurate, and timely
 - Track dependencies and follow through on actions to support accountability and delivery
 - Provide organisational support to enable effective execution of cross-functional initiatives and priorities
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This position is expected to exercise sound judgement and autonomy in managing the Executive's time, priorities, and day-to-day operational requirements.

Key decision-making includes:

Decision Making

- Prioritising and adjusting the Executive's schedule to reflect changing business demands and commercial priorities
- Determining the urgency and importance of competing requests and escalating where appropriate
- Managing information flow, including what is required for Executive attention and what can be delegated or resolved
- Making decisions on meeting preparation, briefing materials, and stakeholder engagement support requirements
- Identifying and resolving scheduling, coordination, and logistical conflicts independently where possible
- Exercising judgement in communications, correspondence, and stakeholder interactions on behalf of the Executive

All decisions are made within established frameworks and in alignment with the Executive's priorities, with escalation where required.

Human Resources Delegations	NIL - Support Executives to effectively exercise their DA
Direct reports	NIL
Finance Delegations	NIL - Support Executives to effectively exercise their DA
Budget (operating and capital)	NIL - Support Executives to effectively exercise their DA
Travel Delegations	Nil Yes approves national travel
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 in administration, including diary management, travel coordination, and document preparation.
- You understand basic finance functions, including invoicing and procurement.
- You are well organised and able to prioritise conflicting demands.
- You have excellent customer service skills and a professional appearance.
- You communicate clearly and maintain diplomacy and discretion.

Ways of working / Work-related qualities

- You work collaboratively and contribute to a positive team environment.
- You adapt to changing priorities and remain calm under pressure.
- You demonstrate KiwiRail's core values in all interactions.

Other Requirements

- You can pass any required background checks or clearances.

Qualifications

- You have completed at least 4 years of secondary school, or have equivalent experience.
- (Desirable) You hold a business administration qualification or have completed 5 years of secondary school.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.