



## GM SHW – Metros

### Position Description

<b>Team:</b>	Safety, Health and Wellbeing	<b>Location:</b>	Major NZ City
<b>Reports to:</b>	Chief Safety, Health and Wellbeing Officer		
<b>Role Type:</b>	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

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

It is a key player in ensuring that Line-Led safety and its associated safety culture is championed and driven by the SLT of the Metro's Business Function.

### Key Accountabilities

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

- **Strategic SHW Leadership & Direction**  
Provide strategic and operational leadership for safety, health and wellbeing across Metros, ensuring alignment with enterprise SHW strategy and business priorities. Set clear direction for SHW within the Metro portfolio, ensuring priorities reflect operational risk, performance needs and organisational objectives.
- **Executive Partnership & Influence**  
Act as the senior SHW partner to Metro senior leaders, providing trusted advice, challenge and support to strengthen leadership, accountability and decision-making. Influence leadership behaviours to embed Line-Led Safety and ensure SHW is integrated into all key business decisions.
- **Critical Risk Management & Assurance Oversight**  
Oversee identification, assessment and effective management of critical risks across the Metro portfolio, ensuring controls are defined, implemented, verified and continuously improved. Maintain oversight of assurance activities, investigations and compliance to ensure effective escalation, control performance and risk visibility.
- **SHW Planning, Delivery & Integration**  
Translate SHW strategy and priorities into practical delivery plans, integrating SHW risk into business planning, operations and change initiatives. Ensure SHW is embedded into operational decision-making, planning and delivery across Metro activities.
- **Business Partnering Leadership & Capability**  
Lead and develop the SHW Business Partnering function within Metros, ensuring consistent, high-quality support to operational leaders. Define clear role expectations, build capability and ensure alignment with enterprise frameworks and ways of working.
- **Contractor Safety Management**  
Ensure the effective management of contractor safety across the Metro portfolio, including oversight of contractor risk identification, pre-qualification, onboarding, performance monitoring and assurance, to ensure safe delivery of work and alignment with KiwiRail SHW standards and expectations.
- **Performance Insight, Reporting & Governance**  
Provide clear, consolidated insight on SHW performance, risks, trends and actions to Metro leaders, Executive and governance forums. Use data, assurance findings and operational feedback to prioritise improvement and support informed decision-making.
- **Continuous Improvement & Learning**  
Drive continuous improvement across the Metro portfolio, using insights from incidents, audits, assurance and external good practice to strengthen SHW performance. Work with enterprise SHW functions to implement improvement initiatives and embed learning into operations.
- **Specialist Coordination & System Alignment**  
Coordinate specialist SHW support (e.g. critical risk, health & wellbeing, data & insights, systems & assurance) to ensure aligned, effective support to Metro operations. Ensure enterprise SHW systems, standards and frameworks are applied consistently while remaining practical for Metro operations

## Key challenges

- Aligning SHW priorities with complex and evolving Metro operational needs while maintaining strong leadership ownership.
- Ensuring consistent application of SHW standards and expectations across a decentralised, operationally diverse environment.
- Driving meaningful assurance and control effectiveness (not just compliance) across high-risk activities.
- Embedding Line-Led Safety culture and ensuring sustained leadership engagement and accountability.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Chief Safety, Health, and Wellbeing Officer		✓		
	SHW BP – Metro Auckland	✓			
	SHW BP – Metro Wellington	✓			
	SHW BP – Metro Wellington	✓			
	BU – GMs SHW			✓	
	BU Executive and Leadership Team		✓	✓	✓
	HSAT/H&S Reps				✓
	National Health & Wellbeing Lead			✓	
	National Injury Management Lead			✓	
External	Union Delegates and Industrial Council			✓	✓
	BU Contractors, Subcontractors, Suppliers and Consultants		✓	✓	
	WorkSafe		✓	✓	✓
	Service providers		✓	✓	✓

## Role Specific Domains

<b>Strategic Leadership &amp; Partnership</b>	<ul style="list-style-type: none"> <li>• Implement and deliver a SHW plan across Metro's, partnering with senior leaders to align SHW priorities with business strategy, risk and performance needs.</li> </ul>
<b>Risk &amp; Assurance</b>	<ul style="list-style-type: none"> <li>• Oversee critical risk management, event severity assessment, investigations and compliance activities to ensure effective controls, escalation and assurance.</li> </ul>
<b>Planning &amp; Delivery</b>	<ul style="list-style-type: none"> <li>• Translate SHW priorities into practical delivery plans and integrate SHW risk into business planning, operations, property activities and change initiatives.</li> </ul>

<b>Learning &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Turn incidents, audits and assurance findings into shared learning, consistent practice and continuous improvement across the portfolio.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Lead and develop SHW Business Partners and coordinate specialist SHW support to provide consistent, high-quality service to the business.</li> </ul>
<b>Specialist SHW Support</b>	<ul style="list-style-type: none"> <li>• Strengthen contractor safety management and support effective health, wellbeing and injury management across supported divisions.</li> </ul>
<b>Influence &amp; Reporting</b>	<ul style="list-style-type: none"> <li>• Build strong stakeholder relationships and provide clear reporting on risks, trends, incidents and priority actions.</li> </ul>

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Implement safety procedures and ensure team compliance</li> <li>• Analyse workplace risks and develop mitigation strategies</li> <li>• Promote a culture of safety and wellbeing within your team</li> <li>• Respond effectively to safety incidents and near-misses</li> <li>• Support team members' physical and mental health</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Provide a positive customer experience</li> <li>• Support a customer-focused culture at KiwiRail</li> <li>• Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Set clear performance standards aligned with KiwiRail's goal</li> <li>• Build a supportive and cooperative team environment</li> <li>• Provide timely and constructive feedback</li> <li>• Actively seek diverse perspectives in problem-solving</li> <li>• Identify opportunities for coaching and mentoring</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Plan and monitor resource allocation to achieve team objectives</li> <li>• Consider financial implications when making recommendations</li> <li>• Understand and comply with procurement guidelines</li> <li>• Work with suppliers to ensure quality outcomes</li> <li>• Recognise how financial decisions impact KiwiRail's overall position</li> </ul>
<b>Strategic Business Partnering</b>	<ul style="list-style-type: none"> <li>• Partner with Business Unit Executives to shape and embed SHW strategy aligned to enterprise priorities and risk profile.</li> <li>• Translate strategic intent into clear expectations, priorities, and outcomes for Business Unit leadership teams.</li> <li>• Act as a trusted advisor, providing independent perspective to inform investment, prioritisation, and risk decisions.</li> </ul>

### Incident governance and Learning culture

- Oversee governance of significant incidents, ensuring quality investigations and focus on systemic root causes.
- Ensure timely closure of actions and integration of lessons learned into business practices.
- Promote a learning culture that prioritises prevention and continuous improvement over compliance.
- Ensure programmes are consistently applied, scalable, and delivering measurable improvements in safety performance.

### 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:

- Project management and delivery decisions
- Risk management decisions
- Project resourcing, planning and scheduling decisions

<b>Human Resources Delegations</b>	Per DFA
<b>Direct reports</b>	3-4
<b>Finance Delegations</b>	Level 7: \$100,000 Operating   Nil Capex
<b>Budget (operating and capital)</b>	N/A
<b>Travel Delegations</b>	Yes, approves national travel
<b>Statutory powers</b>	N/A

### 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

These are day one things that people need to do their job.

- 8+ years' experience working in a generalist health and safety position or regulatory role with health and safety overview.
- 5+ years' experience working in a senior operational functional role
- 3+ years' stakeholder relationships experience with Senior Executives and Leaders implementing strategy and large change Programmes
- Comparable experience in a large complex operational environment in a Safety Advisory or Operational Leadership capacity
- Experience working in a highly unionized workforce in partnership with unions.
- You know how KiwiRail interacts with other agencies and the Government

- **Ways of working / Work-related qualities**

- These are how people work
- Passion for safety and wellbeing
- Strong interpersonal and relationship management skills including the ability to engage and influence at all levels

- **Other Requirements**

- Experienced in completing complex significant Incident Investigations
- Knowledge of Audit practices and processes
- Risk Assessment Facilitation
- Training/Communication/Presentation skills
- Strong verbal and written communication skills
- Coaching/ mentoring experience
- Understanding of how to implement safety management systems

- **Qualifications**

- You need either:
- Safety, Health and Well-being qualification (Minimum Level 6 Safety Qualification per NZISM Qualifications recognised for NZISM Professional accreditation))
- or
- Bachelor's degree in business management, Risk Management, Engineering, or a related field, and
- Evidence of a competent level of Safety, Health or Well-being professional (NZISM Membership or equivalent).