



Investigator (Above Rail/Infrastructure & Metros)

Position Description

Team:	Safety, Health & Wellbeing	Location:	Infra – Wellington or Auckland only Above Rail - Auckland or Wellington and Christchurch (1 to be South Island Based)
Reports to:	GM SHW Above Rail/Infrastructure		
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

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

The Investigator plays a critical role in strengthening KiwiRail's safety performance by leading and supporting high-quality incident investigations, building investigation capability across the business, and ensuring effective learning from events. The role works closely with operational leaders, the wider Safety Health and Wellbeing team, and external stakeholders to identify root causes, drive meaningful corrective actions, and embed consistent investigation standards. Through proactive engagement, training, and assurance activities, the Investigator helps foster a culture where risks are effectively managed and the safety of people, operations, and the environment is protected.

Key Accountabilities

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

- **Lead and Support Incident Investigations:** Conduct and lead complex investigations (especially significant or regulator-facing incidents) as well as supporting managers with reporting, investigation processes, and corrective actions.
- **Use of Critical Risk Control Plans (Bowties):** Use the developing critical risk bowties to determine outcomes of critical risk events, control failures and development of corrective actions. Provide feedback to Critical Risk team on learnings from investigations as they pertain to the bowties.
- **Strengthen Investigation Capability Across the Business:** Deliver training, coaching, and mentoring to build investigation competence.
- **Assure Quality and Compliance of Investigations:** Audit investigation processes, evidence management, and corrective actions.
- **Drive Risk Identification and Management:** Contribute to hazard identification, risk registers, and trend analysis, ensuring findings from incidents inform risk mitigation strategies.
- **Support Incident Response and External Coordination:** Participate in on-call incident response and liaise with regulators and emergency services. Coordinate with contractors, customers, and other rail participants during investigations.
- **Internal Reporting process:** Ensure investigation outcomes are presented in plain English and with suitable executive summary, findings, insights and corrective actions, easily understandable by executives and directors and those without technical rail knowledge.
- **Support to Metro's:** As needed, and at the direction of your functional GM, complete investigations within Metros across the full range of the duties covered in this PD. This will apply to the Infrastructure/Metro investigator, however the Above Rail Investigators may also be required to complete and support work in Metro's when required.

Key challenges

- Managing Complex Investigations and ensuring timely delivery of investigations and their outcomes.
- Influencing Leaders to ensure they and their people are available for participation and support gathering information quickly.
- Embedding a Proactive Safety Culture

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	ELT Members		✓	✓	✓
	Regional Operations or Infrastructure Managers			✓	✓
	SHW BP and H&W&IM BPs			✓	✓
	Chief Safety, Health, and Wellbeing Officer		✓		
	GM Health, Assurance and Performance		✓		
	GM Critical Risk & Continuous Performance		✓		
	Other SHW Business Partners			✓	
External	TAIC				✓
	NZTA, WorkSafe & Maritime NZ			✓	✓
	Union				✓

What you will do to contribute

Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- Analyse workplace risks and develop mitigation strategies
- Promote a culture of safety and wellbeing within your team
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health
- Demonstrate visible safety leadership and actively “walk the safety talk”
- Promote a culture of care, accountability and continuous improvement
- Support effective incident reporting, learning and follow-up actions

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
- Solve complex customer issues
- Work with colleagues to improve customer outcomes

Incident Investigations

- Conduct and support investigations into incidents, near misses, and significant events
- Ensure timely, accurate reporting and effective evidence collection
- Identify root causes and support development of practical, robust corrective actions

	<ul style="list-style-type: none"> Participate in incident response, including on-call duties and engagement with external agencies
Capability Building	<ul style="list-style-type: none"> Deliver training, coaching, and mentoring to leaders and frontline teams Support consistent application of investigation processes, tools, and standards Assist teams with incident reporting, risk assessment, and use of safety systems Provide expert guidance to improve investigation quality and outcomes
Continuous Improvement	<ul style="list-style-type: none"> Audit investigations to ensure quality, completeness, and alignment with business standards Review corrective actions for effectiveness and impact Monitor trends and contribute to continuous improvement of investigation practices Support development of procedures, tools, and performance indicators
Risk awareness and culture	<ul style="list-style-type: none"> Engage with teams to promote hazard identification, reporting, and proactive risk management Contribute to risk registers and analysis of trends from incidents and hazards Communicate learnings through safety alerts, presentations, and engagement forums Influence business unit managers to embed safe behaviours across the business

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

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	N/A
Travel Delegations	Nil
Statutory powers	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.

- Experience in incident investigation within a safety-critical or operational environment
- Strong understanding of SHW practices and risk management principles
- Experience with bowties, their development and control reviews.
- Experience engaging with internal and external stakeholders, including regulators and contractors
- Proven ability to analyse data, identify trends, and produce clear investigation reports
- Familiarity with investigation methodologies, human factors, and root cause analysis

Ways of working / Work-related qualities

These are how people work

- Strong communication skills with the ability to influence and engage at all levels
- Ability to coach, mentor, and build capability in others
- High attention to detail with a focus on quality and accuracy
- Proactive and solutions-focused approach to problem solving
- Demonstrates sound judgement and operates with integrity, fairness, and professionalism
- Comfortable working independently while collaborating across teams
- Committed to promoting and role modelling a strong SHW culture

Other Requirements

- Willingness to travel and participate in an on-call roster
- Ability to respond to incidents, including outside normal working hours
- Strong stakeholder management across complex and unionised environments
- Competence in using digital systems and reporting tools

Qualifications

- Training or demonstrated capability in incident investigation and analysis
- Risk assessment and risk management knowledge
- Audit experience or training
- Strong facilitation, training, and presentation skills

- (Desirable) tertiary qualification in health and safety
- (Desirable) Human factors training or related discipline

**CREATING
STRONGER
CONNECTIONS**