



L&D Business Partner

Position Description – (New Zealand wide)

Team:	Learning and Development	Location:	New Zealand Wide
Reports to:	Learning Solutions Manager		
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

The L&D Business Partner provides operational Learning advice and services to the business including the delivery and implementation of learning strategies, policies and processes.

The L&D Business Partner works in partnership with managers and employees across the business to understand the operational and commercial aspects of different business areas and ensure the successful planning and achievement of business objectives and outcomes.

This role works proactively in close collaboration with other L&D Business Partners and the wider L&D functional teams to ensure the provision of a flexible, comprehensive and value-add.

Health and Safety is an important part of how KiwiRail operates. The L&D Business Partner will be a safety leader and will be expected to “walk the safety talk”.

Key Accountabilities

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

- Work closely with the Learning Solutions Manager for the implementation, evaluation and continuous improvement of learning initiatives for Passenger and provide specialised advice
- Document plans and schedules of learning initiatives to ensure all stakeholders have full visibility of requirements and lead times are met
- Manage the Learning Coordinators to ensure all internally and externally delivered training requirements are planned, scheduled, and delivered
- Advise and assist in adult learning practices, systems and competency are followed and successful outcomes are achieved.
- Proactively work with managers to identify opportunities to increase competence performance, HPHE and Health, Safety, Wellness engagement improvements and initiatives.
- Promote Stakeholder Relations and an environment that encourages constructive and collaborative engagement.
- Working in collaboration with the wider L&D team as well as the wider People & Communications functional teams, identify and implement initiatives to actively promote and support organisational culture, values, learning and engagement.
- Keep abreast of legislative and industry compliance, and business unit standards activities.

Key challenges

- Ensuring flexibility and the ability to be agile as needs of the facilitators and business can change quickly
- Maintaining strong stakeholder relationships

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Learning Solutions Team		✓	✓	✓
	Learning Delivery Team		✓	✓	✓
	Business Unit Teams	✓	✓	✓	✓
	KiwiRail Accounts receivable Team		✓	✓	

	Production Managers and Site Leaders		✓	✓	✓
External	Regulatory Bodies		✓	✓	
	Contractors		✓	✓	✓
	Suppliers		✓	✓	✓
	Service providers		✓	✓	✓



What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • 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
Customer Focus	<ul style="list-style-type: none"> • 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
High Performing Teams Skills	<ul style="list-style-type: none"> • 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
Commercial Acumen	<ul style="list-style-type: none"> • Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
Business Partnering	<ul style="list-style-type: none"> • Partner with key business stakeholders to ensure that L&D services, projects and initiatives are appropriately planned, communicated and implemented and meet the needs of the business. • Develop an understanding of the KiwiRail business beyond L&D function, its goals and challenges to assist with successful delivery of operational and strategic outcomes. • Establish strong relationships and credibility as an effective provider of L&D services to the business, anticipating and proactively addressing business challenges.
Compliance and Reporting	<ul style="list-style-type: none"> • Proactively maintain and manage training data including records and competencies • Provide in-house KLE user support • Actively work with relevant managers to ensure all operational staff remain compliant, including updating competency reports
Financial Support	<ul style="list-style-type: none"> • Manage Purchase Orders and reconciliations for supplier invoicing • Work with KiwiRail accounts and follow up any receivables • Work with Manager to maintain operational training budgets

Human Resources Delegations	Nil
Direct reports	1-3
Finance Delegations	Level 3: Operating - TBC Nil Capex
Budget (operating and capital)	N/A
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 laptops and paperwork when alternating between home and office

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

- A good understanding and experience in administrative environment
- Good understanding of training functions
- Experience in coordination of people and training programmes
- Advanced level skills for Microsoft Office packages

Ways of working / Work-related qualities

- You communicate well at all levels
- You focus on customer needs
- You're flexible and practical

Other Requirements

- You can pass regular drug and alcohol screenings
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Qualifications

You need either:

- Certificate (Level 4) in relevant field such as administration, or
- Relevant experience

**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.