



L&D Coordinator

Position Description – (New Zealand wide)

Team:	Learning and Development	Location:	New Zealand Wide
Reports to:	Learning Delivery Manager or L&D Business Partner		
Role Type:	Permanent / Fixed Term		

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 purpose of this position is to provide high quality co-ordination & administrative support to the business on all training events led by Learning and Development.

Health and Safety is an important part of how KiwiRail operates. You 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:

- Learning Coordination:
 - Manage the end-to-end process for learning events, adhering to course booking process for internal and external courses.
 - Responsible for the end-to-end process of inductions coordination
 - Business Partner coordination support – catering, rooms, course comms, etc.
 - Work closely with the Learning VOC & Delivery teams
 - KLE admin course management –course creation and enrolment
 - Manage business unit’s competency matrixes, career pathways & job profiles collaboratively with the recruitment & HR teams.
 - Work with Solutions Manager to ensure all vendors hold a current service agreement level and asses monthly costs meet the budget needs of KiwiRail and the L&D business unit.
- Compliance, data control and reporting:
 - Ensure accurate, update information/document is being processed to the VOC team
 - Monthly KiwiRail wide people Competence and Board reporting
 - People compliance skills Gap analysis
- Collaboration:
 - Liaise with Learning, Competence, and Development teams to schedule courses appropriately
- Relationships: Build strong internal and external stakeholder relationships
- Financial:
 - Manage purchase orders and reconciliations for supplier invoicing. Create relevant training invoices.

Key challenges

- Ensuring business needs are balanced with Learning and development Resources effectively
- Ensuring compliance is maintained across the business
- 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

- 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

- 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

- 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

- 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

Learning Coordination

- Manage the end-to-end process for learning events
- Ensure all courses are entered into KLE accurately
- In collaboration, forecast training needs in line with workforce planning
- Work alongside relevant managers to book staff into necessary courses according to learning profiles, learning gaps, CPP and competency report

Compliance and Reporting

- 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

- 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
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Human Resources Delegations	Nil
Direct reports	0
Finance Delegations	Level 3: \$5,000 Operating 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.