



Learning and Development Facilitator

Position Description – Learning & Development

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| Team: | Learning and Development | Location: | Various locations throughout New Zealand |
| Reports to: | Learning Delivery Team Leader | | |
| 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 role of Learning and Development Facilitator is a responsible for providing high quality training to KiwiRail Staff and other operators in the rail network.

The Learning and Development Facilitator reports to the Learning Delivery Team Leader and will actively deliver learning solutions across the business.

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:

- Training Delivery:
 - Deliver KiwiRail training programmes using approved modules and resources.
 - Ensure a focus on quality and consistency in training delivery and facilitation.
 - Work on ad hoc project to enable process improvement as directed.
 - Undertake training audits and needs analysis as directed.
 - Participate in projects either in training design or delivery or participate with project delivery
 - Participate in the evaluation and critique of the training programs.
 - Utilise a range of adult learning methodologies.
 - Ensure that training delivered meets all regulatory and other operational training specifications.
- Engagement:
 - Work closely with Learning Delivery Team Leader to ensure the effective delivery of learning solutions within the business.
 - Work collaboratively with the Learning Design and Delivery Team and Learning Solutions Team to assist in identifying learning needs, solutions, and design options for learning and development outcomes that meet the business needs and ensure strong engagement and compliance.
 - Work with other stakeholders in KiwiRail to ensure the Learning and Development team is able to use resources efficiently and effectively to achieve agreed learning outcomes.
- Training Documentation:
 - All administrative processes are completed in an accurate and timely manner.
 - The Learning Management System (KLE) is maintained as directed.
 - Work flexibly to deliver training programs across the business.

Key challenges

- Managing the appropriate allocation of resources in a cost saving environment
- Managing and analysing complex and sensitive issues
- Facilitating

| Key Relationships Here are the key relationships relevant to this role | | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|--|---|--------------|------------|------------------|------------------|
| Internal | HR Managers & Principal HR Business Partners | | ✓ | ✓ | |
| | Operations General Managers & Operations Business Unit Managers | | ✓ | ✓ | |
| | Line Managers | | ✓ | ✓ | |
| | SHW Team | | | ✓ | |
| | Talent Acquisition Team | | | ✓ | |
| External | ITOs | | | ✓ | |
| | TEC and other related learning providers | | | ✓ | |
| | Training and Learning providers | | | ✓ | |
| | Regulatory bodies | | | ✓ | |



What you will do to contribute

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|-------------------------------------|--|
| 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 |

Training Delivery

Example: This position is responsible for ensuring a high standard of training Delivery to the business and our stakeholders at all times

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|---------------------------------------|-----|
| Human Resources Delegations | Nil |
| Direct reports | Nil |
| Finance Delegations | Nil |
| Budget (operating and capital) | Nil |
| Travel Delegations | Nil |
| Statutory powers | Nil |

Physical demands and the nature of work

This role is physically demanding and requires:

- extended periods of standing and walking while performing manual tasks
- regular lifting and carrying of items weighing up to 20 kg independently
- occasional lifting of items up to 45 kg with assistance or equipment
- working in various weather conditions and environments
- exposure to mechanical equipment, electrical systems, vibration and noise
- ability to work in confined spaces and at heights using ladders/lifts
- capability to respond to emergency callouts and work extended shifts
- manual dexterity and hand-eye coordination for operating tools/equipment
- protective equipment usage including safety boots, hard hats, eye/ear protection

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

- 2-4 years' experience as a Locomotive Engineer, RO, minder, RCO or senior shunter in the yard, preferably in a learning environment.
- 2-5 years' experience in relevant area of discipline
- Proven record of excellent people skills, including good communication and interpersonal skills
- Training delivery experience
- Experience delivering learning management in a unionised workforce
- Experience working with Learning Management Systems to effectively deliver learning solutions

Ways of working / Work-related qualities

- Computer literate, with good knowledge of MS Office applications

Qualifications

- ITO registered assessor (where applicable)

**CREATING
STRONGER
CONNECTIONS**



KiwiRail 

