



## ORA Replacement Technical Lead

### Position Description

<b>Team:</b>	Safety, Health & Wellbeing	<b>Location:</b>	Auckland
<b>Reports to:</b>	SHW GM Critical Risk & Process Improvement		
<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.

The ORA Replacement Technical Lead will lead the functional design and business readiness for the replacement of KiwiRail's ORA SHW assurance and reporting database. The role works across SHW Team, digital, procurement and BU teams to define requirements, shape the future state, support solution selection, guide build and testing, and ensure the new system is practical, well designed and ready for successful implementation and transition.

### Key Accountabilities

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

- **Functional Leadership & System Ownership**

Lead the functional direction and business ownership of the ORA replacement, ensuring the future system is practical, fit-for-purpose, and aligned with SHW strategy and operational needs. Act as the accountable interface between SHW, Digital, and business units to ensure strong alignment and clear ownership of system outcomes

- **Business Requirements & Future State Design**

Define and document business, process, assurance, reporting, and user requirements. Lead end-to-end process mapping and future-state design to ensure workflows are practical, efficient, and reflect real operational conditions.

- **System Architecture, Data & Integration Design**

Provide functional leadership on system architecture, data structures, workflows, and integration requirements. Establish robust data models, taxonomies, and information architecture to improve data quality, usability, and reporting value.

- **Assurance, Reporting & SHW Alignment**

Ensure the system fully supports SHW assurance, reporting, and performance management requirements (e.g. audit findings, events, actions, control verification). Align system design with the SHW operating model across Systems & Assurance, Data & Insights, Critical Risk, Health & Wellbeing, and business partnering functions.

- **Procurement & Solution Evaluation**

Lead functional input into procurement, including requirements definition, evaluation criteria, vendor demonstrations, and solution assessment. Assess solutions for usability, configurability, reporting capability, scalability, and alignment to SHW needs.

- **Build, Configuration & Implementation Readiness**

Provide functional leadership through build, configuration, and testing to ensure the system reflects agreed requirements and performs as intended. Ensure business readiness for implementation, including validated processes, data structures, and user experience.

- **Stakeholder Engagement & Change Readiness**

Build strong relationships with SHW leaders, process owners, Digital, procurement, vendors, and users to support design decisions and adoption. Identify impacts, manage risks, and prepare the organisation for successful transition and uptake.

- **Transition & Continuous Improvement**

Lead transition from the legacy ORA platform to the new solution, ensuring continuity and improvement of SHW processes and reporting. Use the replacement as an opportunity to simplify processes, strengthen assurance capability, and embed better ways of working (not replicate the current state).

## Key challenges

- Leading the functional and technical design and business readiness for a complex system replacement, ensuring the new ORA SHW assurance and reporting database meets diverse business, operational, and regulatory requirements.
- Coordinating across multiple stakeholder groups (SHW, digital, procurement, business units, vendors) to define requirements, manage competing priorities, and drive alignment throughout the project lifecycle.
- Managing the transition from legacy systems to the new solution, including change readiness, risk mitigation, and ensuring the new system delivers genuine business improvement rather than a like-for-like replacement

<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 & Wellbeing Officer		✓		
	GM Critical Risk & Process Improvement		✓		
	National CR Lead			✓	
	SHW Continuous Improvement Lead			✓	
	SHW Managers (other portfolios)			✓	
	BU Executive and Leadership Team			✓	✓
External	System Providers and Successful Vendor			✓	✓
	BU Contractors, Subcontractors, Suppliers and Consultants		✓		

## Role Domain Specific

<b>Functional Leadership &amp; Project Direction</b>	<ul style="list-style-type: none"> <li>• Lead the functional direction of the ORA replacement so the future system is fit for purpose, aligned with SHW needs, and delivered with clear business ownership, practical design and strong implementation focus.</li> </ul>
<b>Requirements &amp; Future State Design</b>	<ul style="list-style-type: none"> <li>• Define business, process, assurance, reporting and user requirements, and lead future state design so the replacement system reflects practical workflows, sound information architecture and effective ways of working.</li> </ul>
<b>Architecture, Data &amp; Integration Design</b>	<ul style="list-style-type: none"> <li>• Guide system architecture, data structures, workflows and integration design so the replacement supports assurance, reporting, action management, information quality and effective connection with relevant business systems.</li> </ul>

<b>Procurement &amp; Solution Evaluation</b>	<ul style="list-style-type: none"> <li>• Provide specialist input through procurement and vendor evaluation, including requirements, demonstrations and functional assessment, to ensure the selected solution can meet KiwiRail's SHW, usability, reporting and scalability needs.</li> </ul>
<b>Build, Testing &amp; Implementation Support</b>	<ul style="list-style-type: none"> <li>• Provide functional leadership through build, configuration, testing and implementation so the system reflects agreed requirements, performs as intended, and is ready for go-live and business use.</li> </ul>
<b>Stakeholder Engagement &amp; Change Readiness</b>	<ul style="list-style-type: none"> <li>• Work closely with SHW leaders, process owners, digital teams, procurement, vendors and users to build support, identify impacts, manage risks and prepare the business for successful adoption of the new system.</li> </ul>
<b>Transition &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Support transition from the legacy ORA platform to the replacement solution, using the project to simplify processes, improve workflows, strengthen reporting and assurance capability, and deliver lasting business improvement rather than a like-for-like system change.</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>• Know our services well and explain them to customers</li> <li>• Respond quickly to customer needs</li> <li>• Develop solutions to meet customer requirements</li> <li>• Solve complex customer issues</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>

## 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>	Nil
<b>Finance Delegations</b>	Operating   Nil Capex
<b>Budget (operating and capital)</b>	N/A
<b>Travel Delegations</b>	No
<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.

- 5+ years' experience working in a large organisation overseeing or running the digital SHW platform
- 3+ years' experience dealing Senior Executives and Leaders implementing strategy and large change Programs
- Experience in design and delivery of complex SHW management system including reporting an insights
- Comparable experience in a large complex operational environment

### 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**

- Ability to prepare high-quality reports, strategies, and documentation.
- Training in coaching, leadership, or investigations (desirable)
- Experience in investigations, auditing, or risk management.
- Knowledge of ISO standards and best practice frameworks.
- Experience managing external providers and consultants
- Strong verbal and written communication skills
- Coaching/ mentoring experience

### **Qualifications**

You need either:

- Bachelor's degree in Business Management, Risk Management, Engineering, or a related field

Or

- Safety, Health and Well-being qualification (Minimum NEBOSH Certificate or equivalent)