



# SHW Continuous Improvement Lead

## Position Description

|                    |  |                  |     |
|--------------------|--|------------------|-----|
| <b>Team:</b>       | Safety, Health and Wellbeing               | <b>Location:</b> | N/A |
| <b>Reports to:</b> | GM SHW 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 SHW Continuous Improvement Lead will deliver practical SHW continuous improvement by working alongside Business Partners and operational teams to understand and improve how work is done, strengthen learning, and embed safer, more effective ways of working. The role applies HOP, human factors and systems thinking to turn insight into targeted improvement, capability uplift and sustained change across KiwiRail.

### Key Accountabilities

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

- Deliver hands-on SHW continuous improvement initiatives, partnering with Business Partners and operational teams to identify opportunities, implement changes, and improve performance in practice.
- Apply work-as-done, HOP, and human factors approaches to understand operational realities and shape improvement initiatives that reflect real work conditions.
- Facilitate learning reviews and support improvement in incident investigations, focusing on system causes, practical learning, and actions that strengthen performance.
- Build capability in Business Partners and operational leaders in problem-solving, systems thinking, HOP, human factors, and practical improvement methods to support ongoing improvement across KiwiRail.

### Key challenges

- Embedding continuous improvement and new ways of working in operational environments that may be resistant to change or have deeply established practices.
- Translating insights from HOP, human factors, and learning reviews into practical, sustainable improvements that address real operational risks and challenges.
- Building capability and engagement across diverse teams and business partners, ensuring consistent application of improvement methods and sustained uplift in safety and performance.

| <b>Key Relationships</b>                             |  | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|--|--|--------------|------------|------------------|------------------|
| Here are the key relationships relevant to this role |  |              |            |                  |                  |
|  | GM Critical Risk & Process Improvement |              | ✓          |                  |                  |
| Internal   | ORA Replacement Project Lead /         |              |            | ✓                |                  |
|  | Emergency Management Advisor           |              |            | ✓                |                  |
|  | National CR Lead                       |              |            | ✓                |                  |
|  | SHW Managers (other portfolios)        |              |            | ✓                |                  |
|  | BU Executive and Leadership Team       |              | ✓          |                  | ✓                |
|  | HSAT/H&S Reps                          |              |            | ✓                | ✓                |
|  | Union Delegates                        |              |            | ✓                | ✓                |

|          |  |  |   |   |   |
|----------|--|--|---|---|---|
| External |  |  |   |   |   |
|          | BU Contractors, Sub Contractors, Suppliers and Consultants |  | ✓ | ✓ |   |
|          | Service Providers  |  | ✓ | ✓ | ✓ |
|          | Worksafe   |  | ✓ | ✓ | ✓ |

## Role Specific Domain

|   |  |
|---|--|
| <b>Improvement Delivery &amp; Business Partnership</b>  | <ul style="list-style-type: none"> <li>Deliver hands-on SHW continuous improvement initiatives across the business, working with SHW Business Partners and operational teams to identify opportunities, support implementation and improve performance in practice.</li> </ul> |
| <b>Learning from Work, HOP &amp; Human Factors</b>      | <ul style="list-style-type: none"> <li>Apply work-as-done, HOP and human factors approaches to understand operational realities, improve how safety is managed in practice, and shape improvement initiatives that reflect real work conditions.</li> </ul>                    |
| <b>Learning Reviews &amp; Investigation Improvement</b> | <ul style="list-style-type: none"> <li>Facilitate learning reviews and support improvement in incident investigations so teams focus on system causes, practical learning and actions that strengthen performance rather than blame.</li> </ul>                                |
| <b>Targeted Interventions &amp; Embedding Change</b>    | <ul style="list-style-type: none"> <li>Provide targeted support to areas of elevated risk or underperformance, help teams embed improved practices into normal work, and reinforce change so improvements are sustained over time.</li> </ul>                                  |
| <b>Capability Uplift &amp; Improvement Methods</b>      | <ul style="list-style-type: none"> <li>Build capability in Business Partners and operational leaders in problem-solving, systems thinking, HOP, human factors and practical improvement methods that are fit for operational environments.</li> </ul>                          |
| <b>Alignment, Feedback &amp; Measuring Impact</b>       | <ul style="list-style-type: none"> <li>Work across the CoE teams to align improvement activity with system requirements, assurance findings and data trends, feed frontline learning into system improvement, and help measure the impact of 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> </ul>   |

- 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

### 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 generalist H&S position
- 5+ years' experience working in an operational functional role
- 3+ years' experience dealing Senior Executives and Leaders implementing strategy and large change Programs
- Comparable experience in a large complex operational environment in a Safety Advisory or Operational Leadership capacity
- Experience working in a highly unionized workforce in partnership with unions.
- Experience in continuous improvement leading and driving efficiency

### 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
- Fosters a culture of ongoing improvement

### Other Requirements

- Systems thinking, understanding of ways of working
- Champion continuous improvement frameworks and support operational governance
- Incident Investigation Training
- Risk Assessment Facilitation
- Training/Communication/Presentation skills
- Strong verbal and written communication skills
- Coaching/ mentoring experience
- Understanding of how to implement safety management systems

### Qualifications

You need either:

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

And

- Bachelor's degree in Business Management, Risk Management, Engineering, or a related field
- Evidence of a competent level of Safety, Health or Well-being technical / professional (NZISM Membership or equivalent).

**CREATING  
STRONGER  
CONNECTIONS**