



SHW Systems & Assurance Lead

Position Description

Team:	N/A	Location:	N/A
Reports to:	N/A		
Role Type:	Permanent / Fixed Term / Secondment		

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 Systems & Assurance Lead will lead KiwiRail's SHW management system and assurance framework to ensure they are practical, well-governed and effective in use. The role provides functional leadership for SHW system design, document governance, consultation, assurance reviews (audits), and reporting, while working with operational and SHW teams to strengthen implementation, control effectiveness and continuous improvement.

Key Accountabilities

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

- **SHW Management System Ownership & Leadership**

Lead the design, ownership and continuous improvement of KiwiRail's SHW Management System to ensure it is clear, practical, risk-based and aligned with SHW strategy and business needs. Provide enterprise leadership for system direction, ensuring consistent standards, structure and application across the organisation.

- **System Design, Standards & Governance**

Maintain robust document governance, quality standards and content development processes, ensuring clear ownership, version control and disciplined system management. Set and enforce system standards, frameworks and architecture to ensure consistency, usability and alignment with ISO 45001 and good practice.

- **System Integration & Operational Alignment**

Oversee the integration of the SHW Management System with business processes, risk frameworks and operational practices to ensure it supports "work as done". Ensure system requirements are translated into practical application across business units, supporting consistent implementation and adoption.

- **Assurance Framework & Audit Leadership**

Design and lead risk-based SHW assurance reviews (audits), ensuring meaningful evaluation of compliance, control effectiveness and system performance. Establish and maintain an enterprise assurance framework aligned to critical risks and system priorities, including internal and external audit activity.

- **Insight, Reporting & System Effectiveness**

Provide clear, actionable insights from assurance activities, identifying system strengths, gaps and priority improvement areas. Ensure assurance outputs inform executive reporting, decision-making and continuous improvement across SHW.

- **Continuous Improvement & Learning Integration**

Drive continuous improvement of the SHW system by integrating learning from audits, investigations, incidents and reviews into system updates and design. Ensure the system evolves to reflect changing risks, operational realities and external good practice.

- **Stakeholder Engagement & System Adoption**

Lead engagement with SHW leaders, Business Partners and operational stakeholders to ensure the system is understood, applied and continuously improved. Provide leadership and direction to system resources (including the Advisor role) to ensure delivery of high-quality, practical system content and implementation.

Key challenges

- Balancing system discipline (standards, ISO alignment, governance) with practical usability across diverse operational environments.
- Ensuring consistent implementation and ownership of SHW system requirements across decentralised business units. *(added)*

- Delivering assurance that genuinely tests control effectiveness rather than compliance alone. *(added – aligns to your critical risk focus)*
- Maintaining a system that evolves with organisational change, emerging risks and operational complexity. *(added)*

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Chief Safety, Health, and Wellbeing Officer		✓		
	National Critical Risk Lead			✓	
	Critical Risk Advisor(s)			✓	
	SHW Continuous Improvement Lead			✓	
	ORA Replacement Project Lead			✓	
	SHW BP – Corporate Functions			✓	
	GM Assurance Systems & Governance		✓		
	GM Critical Risk & Investigation		✓		
	BU – GMs SHW		✓		
	BU Executive and Leadership Team		✓		✓
	HSAT/H&S Reps				✓
				✓	✓
External	Union Delegates and Industrial Council			✓	
	NZTA, Maritime NZ & WorkSafe		✓	✓	✓
	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

SHE Management Systems

- Develop, implement, and maintain a fit-for-purpose SHE Management System (SMS) aligned with legislative requirements and industry standards
- Maintain the scope, structure, and integrity of the SMS framework, ensuring all documents have assigned Process Owners and are subject to regular review
- Drive continuous improvement by removing duplication, eliminating superseded content, and aligning with evolving business needs and risk appetite
- Develop and maintain SHWE intranet sites that are user-friendly, consistent, and meet the needs of KiwiRail employees
- Develop and maintain SMS training and eLearning modules, including competency assessments, to embed SMS understanding throughout the business
- Coach and assist Process Owners in developing and maintaining SMS documents, including facilitating stakeholder engagement and feedback processes.

Audit, Assurance and Compliance

- Develop, implement, and maintain a robust, risk-based, SHE audit programme, including the internal enterprise SHE Audit Plan and coordination of all external audits conducted by regulatory, certification, and licensing bodies
 - Monitor and evaluate internal and external audit activities to ensure compliance with regulatory requirements and internal policy, enabling strong executive oversight
 - Provide timely analysis, reporting, and advice on audit activity and management control issues that enable action and continuous system improvement.
 - Ensure audit arrangements naturally generate improvement opportunities across the Enterprise Risk Management Framework, legal compliance, licensing, and KiwiRail's Safety Case
 - Monitor and communicate regulatory, legal, and industry changes in a timely manner to keep the business current.
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- Maintain strong document governance, quality standards and content development processes, including effective consultation.

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

Human Resources Delegations	Per DFA
Direct reports	7-10
Finance Delegations	Level 8: \$10,000 Operating Nil Capex
Budget (operating and capital)	N/A
Travel Delegations	Yes, approves national travel
Statutory powers	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.

- 8+ 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.

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

- Incident Investigation Training
- Lead Auditor
- 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 Level 6 Safety Qualification per NZISM Qualifications recognised for NZISM Professional accreditation)

or

- 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**

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.