



Senior Workforce Planner

Position Description

Business Unit:	People and Culture	Position ID:	TBC
Team:	Strategic People Planning & Analytics	Location:	Auckland
Reports to:	Workforce Planning & Development Lead	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, our communities, and our 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 to our customers and the future needs of their businesses, connection to the communities we serve and operate in, and connection to each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services for economic, social, and environmental value to 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 wellbeing is our number one priority to ensure 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. Our People and Capability team plays a key part in this change, ensuring our people are engaged, empowered, skilled and supported to perform. This role helps ensure we are able to build and support our future workforce.

The Senior Workforce Planner will work with key business stakeholders to understand business requirements to develop and maintain workforce plans which will be used to inform when we need to recruit and train staff to ensure we have the right headcount, at the right time, with the right skills to deliver the work, within budget. Being an SME in resource management, the Senior Workforce Planner will also provide expert advice on best practice rostering and roster design to ensure we have efficient rosters which factor in safety, sociability, and consider modern practices and processes. There is a growing need across the business to be more efficient, so the person in this role will be a champion of collaborating with other SMEs across the wider business to ensure we are establishing consistent and efficient workforce planning methodology and tooling.

Key Accountabilities

- Work closely with the Workforce Planning Lead and delivery office workstream partners to develop workforce planning models.
- Through gaining a deep understanding of KiwiRail operational areas, develop “activity-based labour models” which enable the business to quantify labour hours needed to deliver planned activity.
- Partner with key business stakeholders to ensure key milestones are met to deliver the workforce plan.
- Champion workforce planning across the organisation to promote best practice & consistency.
- Support performance reporting, where required, by leveraging our BI tools.
- Engage with frontline teams using HPHE (High Performance High Engagement) principles to find solutions to problems relating to workforce planning/resource management

Key Challenges:

- Managing large and complex workforce datasets to extract meaningful insights that drive decision-making.
- Ensuring consistency, accuracy, and integrity of workforce plans and information across multiple systems and reporting structures.

Key Relationships		Manage / Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	People and Communications Leadership Team		✓	✓	✓
	People and Capability Team		✓	✓	✓
	Business Unit Leadership Teams		✓	✓	✓
	EXCO / Board		✓		✓
	Delivery Office		✓	✓	✓
	Internal service providers		✓	✓	
External	Government agencies (e.g., surveys and data)		✓		
	Partner organisations (e.g., surveys and data)		✓		

What you will do to contribute

Safety Health and Wellbeing	<ul style="list-style-type: none"> • Contribute to a culture of safety, health, and wellbeing. • Comply with all rail safety system standards, procedures, and statutory requirements within your area of responsibility. • Respond effectively to safety incidents and near-misses. • Advise rostering teams on optimal work patterns/roster design to promote healthy, productive rosters for employee wellbeing and retention
Customer Focus	<ul style="list-style-type: none"> • Support a customer-focused culture at KiwiRail • Work closely with the key stakeholders to understand workforce challenges and provide data-driven solutions. • Know our people services well and explain them to our internal customers. • Respond positively and quickly to internal customer requests / needs. • Develop solutions to meet internal customer requirements. • Collaborate to solve complex internal customer issues. • Work with colleagues to improve internal customer outcomes
Commercial Acumen	<ul style="list-style-type: none"> • Use workforce data to provide workforce plans that contribute to operational efficiency and cost-effectiveness. • Develop and maintain activity-based labour modelling which ensure our workforce is productive is sufficient to meet demand. • Have a deep understanding of workforce management/rostering practises to inform business on how to ensure we have a productive workforce
Data Reporting & Analysis	<ul style="list-style-type: none"> • Conduct advanced analysis of workforce plans to uncover trends, patterns, and risks that inform decision-making. • Produce and maintain regular workforce dashboards and reports covering key metrics such as workforce productivity, recruitment and training forecasts, leave liability and overtime usage. • Ensure compliance with data privacy and confidentiality requirements when handling employee information.
Data Visualisation & Insights	<ul style="list-style-type: none"> • Create dashboards and visual reports to make complex data more accessible and actionable for non-technical stakeholders. • Present findings in a clear and concise manner, offering insights and recommendations based on data analysis. • Promote data literacy by helping others interpret and use data effectively in their roles.
Continuous Improvement	<ul style="list-style-type: none"> • Lead and contribute to key initiatives which improve the way we plan our workforce in the short term and long term • Identify opportunities to automate, streamline, and improve forecasting and reporting processes for greater efficiency.

Decision Making

The position is responsible for providing data and insights to support decision making across all levels of the business.

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 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

- You have strong Microsoft Excel skills, including proficiency in Power Pivot and Power Query. Experience with data visualisation tools (e.g., Power BI) or the willingness to learn.
- Experience with developing workforce plans from the “bottom up”, by working with frontline teams.
- Experience working in a unionised environment.
- Good understanding of workforce management processes, HRIS (Human Resource Information Systems), time and attendance systems, and people analytics tools is desirable.
- Strong analytical mindset with the ability to interpret and extract actionable insights from complex data sets.
- Excellent written and verbal communication skills, with the ability to convey technical findings to non-technical stakeholders.
- High level of accuracy and attention to detail in all aspects of data analysis and reporting.
- Able to work collaboratively within a team environment, demonstrating initiative and a proactive approach to problem-solving.

Ways of working / Work-related qualities

- You prioritise safety and ensure data integrity when handling sensitive workforce information.
- You are customer-focused and committed to delivering high-quality workforce planning that meet business needs.
- You communicate well at all levels.
- You're flexible and practical.
- You collaborate well in a team environment and contribute positively to shared goals.
- You are proactive in identifying trends and solving workforce-related challenges through data.
- You stay up to date with workforce planning methodology/practises.
- You value diversity and help create an inclusive workplace.

Other Requirements

- You can pass regular drug and alcohol screenings
- You maintain confidentiality and adhere to data protection policies when handling workforce information.

Qualifications

You need either:

- A degree in a relevant field such as Business Analytics, Human Resources, Data Science, Statistics, or similar.
- Equivalent industry experience in workforce planning, Business improvement, and data modelling

**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.