



Container Terminal Manager Operations

Position Description

Team:	Container Terminals	Location:	Te Rapa, Hamilton
Reports to:	General Manager Operations CT		
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 Container Terminal Operations Manager's primary responsibility is the management **key stakeholder relationships** and of the people and functions associated with container transfer (CT) operations. This involves the process functions of Safety, Health & Environment (SHE), operational budget management, performance management, leave management, hours of work, train and truck timeliness and fit for purpose equipment resourcing. Additionally, you will manage a team of CT employees being responsible for their on-job performance, technical competency, compliance and certifications, training, personal development and communication.

As a key safety leader, you will champion KiwiRail safety, health, and wellbeing initiatives, promote awareness, vigilance and compliance at the same time develop, nurture and grow, a culture of making safety personal.

Key Accountabilities

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

- **Champions day of operations stakeholder engagement**
- Champions safety, health and wellbeing to ensure all staff are constantly vigilant about the safety of themselves and others and comply with all safety requirements.
- Oversees terminal operations to ensure standard operating procedures are followed and trains meet targeted arrival and departure times.
- Managing variable costs in order to adhere to budget.
- Provides and regularly reviews meaningful performance plans and development plans for staff.

Key challenges

- Managing a complex operations environment within a Safety Critical environment with a Safety First mindset
- Promoting HPHE principles in HSAT and Union interactions
- Upskilling and management of career progression of CT Team members
- Ensuring effective rostering to support BAU operations, with a specific focus on cover required and utilisation of various skill sets
- Understand interconnected rail activity and supporting business units operations
- Robust Load and Grid plans in support of operations optimization initiatives and quarterly reviews of these
- Alignment with CT Day of Operations with Master Train Plans, Short Term Plans and forecasts
- Championing Key Performance Indicators (KPI's) to ensure Delivery In Full On Time (DIFOT) and On Time Performance (OTP) objectives are met
- Leading and managing with transparency and integrity ensuring direct reports are clear on expectations and have the training, tools and support to perform their duties
- Actively promoting KiwiRail culture to align with core values
- Timely and concise communications to team members and wider KiwiRail business stakeholders where applicable

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	KiwiRail CT (national)		✓	✓	✓
	Freight Operations		✓	✓	✓
	RSAS			✓	✓
	Network Services & Infrastructure			✓	✓
	KiwiRail Managers		✓	✓	✓
	Human Resources		✓	✓	✓
	Safety, Health and Environment	✓	✓	✓	✓
	Other Kiwirail employees			✓	✓
External	Customers		✓	✓	✓
	RMTU		✓	✓	✓
	Suppliers			✓	
	General Public				✓

What you will do to contribute

Health Safety and Wellbeing

- Champions safety health and wellbeing to ensure all staff are constantly vigilant about the safety of themselves and others and comply with all safety requirements.
 - Manages identification of hazards and unsafe work practices, hazard register updates, safety inductions and zero harm communications to ensure staff, contractors and visitors are aware of and take appropriate steps to avoid risks.
 - Manages and monitors accidents/incidents, workplace injuries and near-misses to ensure they are reported in a timely manner, corrective actions are implemented, and rehabilitation plans are in place and managed effectively.
 - Understands and complies with HSE legislation, regulations, code of practice, safe operating procedures and relevant best practice to ensure full compliance with requirements.
 - Reviews SHE statistical reports on workplace accidents and incidents to identify trends and initiate corrective actions for the reduction of LTIs, MTIs, collisions, lift-offs and derailments.
 - Analyse workplace risks and develop mitigation strategies
 - Promote a culture of safety and wellbeing within your team
 - Support team members' physical and mental health
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Customer Focus

- Oversees terminal operations to ensure standard operating procedures are followed and trains meet targeted arrival and departure times.
 - Champions and leads on time performance, DIFOT and continual improvement in turnaround performance.
 - Implements processes and systems to ensure necessary equipment is available to meet customer demand.
 - Communicates operational requirements and results clearly to ensure all staff are aware of on time performance statistics and trends.
 - Communicates operational requirements of freight to customers (e.g., dangerous goods, refrigerated cargo, pull and placement times, etc.) to ensure freight is packed, loaded and carried in accordance with specifications in a timely manner.
 - Drives and supports daily key stakeholder and customer engagement at **CT Te Rapa**
 - Provide a positive customer experience
 - Support a customer-focused culture at KiwiRail
 - Respond quickly to customer needs
 - Develop solutions to meet customer requirements
 - Solve complex customer issues
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Commercial Acumen

- Manages variable costs (e.g., travel, fuel, rental cars, overtime, standby levels, etc.) to ensure they are controlled and within budget.
 - Analyses and eliminates variations to forecast to achieve budget targets.
 - Identifies and drives cost saving initiatives to reduce terminal costs and improve financial performance.
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- Oversees overtime to ensure all overtime is authorised and does not exceed maximum OT targets
 - Manages and monitors all leave (i.e., planned and short notice leave) to reduce leave liability and absenteeism
 - Plan and monitor resource allocation to achieve team objectives
 - Consider financial implications when making recommendations
 - Understand and comply with procurement guidelines
 - Recognise how financial decisions impact KiwiRail's overall position
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Leadership

- Champions company vision and values to ensure they are well known and upheld by all team members.
 - Build a supportive and cooperative team environment.
 - Provides and regularly reviews meaningful performance plans and development plans for managers and team leaders to ensure they have a clear understanding of their objectives and KPIs, how they are performing and what they need to do to succeed.
 - Collaborates with Training to ensure a robust training system for staff and all certifications and licenses to operate are up to date.
 - Manages poor performance and misconduct proactively and in accordance with proper processes to build and maintain a fully effective team.
 - Identify opportunities for coaching and mentoring.
 - Promotes and delivers regular communications to and with staff (e.g., business updates, terminal initiatives, timely and constructive feedback, team briefings, etc.) to ensure team members are well informed of company/terminal/team priorities and progress and feel engaged.
 - Manages rosters and leave plans to ensure resources meet workload demands, efficient use of man hours and pay rates, and leave liability is reduced.
 - Actively seek diverse perspectives in problem-solving
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Business Strategy

- Prepares long term operational and safety plans to meet growth expectations.
 - Develops operational strategies to improve business performance.
 - Sets operational budgets to support the regional budgeting process.
 - Identifies operational, safety and financial risks to the business to mitigate or minimise risk.
 - Puts business systems in place to collect accurate performance data
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Decision Making

The position is accountable for decisions supporting operational objectives and for the provision of advice to team members and relevant stakeholders on day-to-day operational decisions.

Key decision-making requirements of the position include:

- Risk management decisions
- Resourcing and planning decisions
- Operating cost decisions
- Operating performance decisions

Human Resources Delegations	People Leader
Direct reports	20 - 30
Finance Delegations	Level 3: \$5,000 Operating Nil Capex
Budget (operating and capital)	\$0.5 Million
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is operational / administrative and requires:

- Periods of sitting – office, meetings and high computer and mobile phone usage
- Walking, standing, twisting, bending, climbing
- Driving daylight and nighttime
- Working all hours and in all types of weather conditions
- Carrying equipment from time to time
- Limited lifting to max 15 kg

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

- Minimum 5 years proven management experience
- Recognised professional in specialist area
- Manages small to medium sized projects

Desirable:

- Previous experience in container operations
- Operational management/leadership experience

Ways of working / Work-related qualities

- Performs complex calculations; analyses and interprets information.
- Actively seeks diverse perspectives in problem-solving
- Problems are of moderate complexity requiring changes to existing procedures for their solution.
- Able to build and maintain a supportive and cooperative team environment.

Qualifications

You need:

- Degree/NZCE or other tertiary qualification

Desirable

- Tertiary qualification

**CREATING
STRONGER
CONNECTIONS**

KiwiRail 