



## Terminal Operations Manager

### Position Description – Regional Operations

|                    |  |                  |              |
|--------------------|--|------------------|--------------|
| <b>Team:</b>       | Regional Operations                    | <b>Location:</b> | Christchurch |
| <b>Reports to:</b> | Operations Site Manager – Christchurch |                  |              |
| <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

Manage the people and functions associated with Terminal operations, including health & safety, budget management, leave management, performance management, hours of work, train and locomotive handling operations, train performance, and equipment fit for purpose activities. Responsibility for yard based staff on-job performance, technical competency, compliance and certifications, training, personal development and communication. Ensure the operating team is appropriately trained, certified and re-validated bi-annually.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”

### Key Accountabilities

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

- Identify training and performance development needs to proactively put in place plans to provide the required skills and knowledge.
- Communicate operational requirements of freight to customers to ensure freight is packed, loaded and carried in accordance with specifications in a timely manner
- Review yard activity and rostering to identify the most efficient allocation of resources to meet business needs
- Manage poor performance and misconduct to ensure performance and/or behaviour is corrected, overall performance is improved and employment policies and requirements are adhered to.

### Key challenges

- Ensuring successful management of all staff related issues, including leave management, incident investigation and disciplinary matters.
- 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.

| Key Relationships                                    |   | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|--|---|--------------|------------|------------------|------------------|
| Here are the key relationships relevant to this role |   |              |            |                  |                  |
| Internal   | KiwiRail Managers                               |              |            | ✓                | ✓                |
|  | HR Team   |              |            | ✓                | ✓                |
|  | Maintenance and servicing teams                 |              |            | ✓                | ✓                |
|  | Team Leaders, Remote Control operators and Rail | ✓            |            |                  |                  |
|  | HSE Team  |              |            | ✓                | ✓                |
| External   | Customers                                       |              | ✓          |                  |                  |
|  | Suppliers                                       |              | ✓          | ✓                |                  |
|  | WorkSafe  |              | ✓          | ✓                |                  |
|  | Service providers                               |              | ✓          | ✓                |                  |

## What you will do to contribute

### Health Safety and Wellbeing

- Manages Zero Harm 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 and workplace injuries 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 Health & Safety reports on workplace accidents and incidents to identify trends and initiate corrective actions for the reduction of LTIs, MTIs and incidents.

### Leadership

- Communicates and demonstrates KiwiRail core values to instil values through the team
- Clarifies job and behavioural expectations to staff to ensure they are fully aware of what is expected of them
- Identifies training and performance development needs to proactively put in place plans to provide the required skills and knowledge
- Manages poor performance and misconduct to ensure performance and/or behaviour is corrected, overall performance is improved and employment policies and requirements are adhered to
- Authorises rosters to ensure sufficient resources are available to meet workload and leave requirements
- Employs and trains Terminal staff to provide fully certified team members able to carry out their duties in accordance with safety requirements

### Customer Service

- Manages and monitors wagon supply to ensure wagons are supplied to Customers within code requirements, fit for purpose and on time.
- 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.
- Leads and champions on time performance to ensure on time performance targets are met
- Communicates and monitors wagon pull and placement times to ensure customer pull and placement targets are met.
- Develops and maintains good working relationships with internal and external customers.

### Communications

- Provides daily team briefings on work plans, KPI targets, performance results, new initiatives and health and safety to ensure staff are well informed and feel involved and motivated.
- Provides feedback to team members in a timely and constructive manner to acknowledge and promote good work and rectify any potential issues
- Ensures the Maintenance team have preventative maintenance plans in place to minimise shunt failures
- Consults regularly with Maintenance to ensure rolling stock is available to meet the train plan
- Engages with Network Services to ensure track and underfoot conditions meet safety standards and reduce yard derailments and collisions

|                           |  |
|---------------------------|--|
|                           | <ul style="list-style-type: none"> <li>Provides feedback to Planning Specialists to ensure the train plan is realistic and congestion is minimised</li> </ul>  |
| <b>Process Management</b> | <ul style="list-style-type: none"> <li>Manages safety observations to ensure regular observations in accordance with prescribed process, identified issues are addressed and no overdue observations and recertifications</li> <li>Manages periodic medicals in PREDICT to ensure operating staff complete medicals on time and can continue operating</li> <li>Monitors application of Rail Operating rules and regulations and leads the introduction of new standards operating procedures to ensure correct adherence</li> <li>Conducts regular audits of work orders, shunting procedures, train inspections and other work practices to ensure procedures meet code requirements</li> <li>Leads investigations of yard accidents and incidents to ensure the cause is accurately identified and recommendations and corrective actions are put in place</li> </ul> |
| <b>Financial Targets</b>  | <ul style="list-style-type: none"> <li>Identifies and implements cost saving initiatives to keep costs within budget</li> <li>Plans and manages annual leave to reduce leave liability</li> <li>Monitors and manages short notice absences (e.g., sick leave, etc.) to reduce absenteeism</li> <li>Reviews yard activity and rostering to identify the most efficient allocation of resources</li> <li>Checks and authorises time sheets to ensure accuracy and identify excess overtime and anomalies that require addressing</li> </ul>  |

## Decision Making

The position is accountable for decisions regarding Rail Operators, Shunters, Team Leaders and relevant stakeholders on day to day operational decisions.

Key decision-making requirements of the position include:

- Day to day depot operational duties
- Risk management decisions
- Staff utilisation and optimisation

|                                       |               |
|---------------------------------------|---------------|
| <b>Human Resources Delegations</b>    | People Leader |
| <b>Direct reports</b>                 | 40-50         |
| <b>Finance Delegations</b>            | TBC           |
| <b>Budget (operating and capital)</b> | TBC           |
| <b>Travel Delegations</b>             | Nil           |
| <b>Statutory powers</b>               | 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

- These are day one things that people need to do their job.
- 5-10 years' supervisory / management experience working in heavy industrial/ unionised work environment
- Ability to manage projects that involve changes to infrastructure and/or processes
- At least 5 years experience in a logistics/transport environment desirable
- Experience working in a rostered shift work environment desirable
- Experience in conducting accident and incident investigations desirable

### Ways of working / Work-related qualities

- These are how people work
- Expertise in analysing, evaluating and problem-solving, risks and unplanned supply disruptions (Forward thinking, organised and resilient)
- Basic working knowledge of NZ employment and health and safety legislation

### Qualifications

You need either:

- Relevant tertiary qualification in commercial or business-related discipline desirable

