



Terminal and CT Scheduler

Auckland

Team:	Integrated Train Planning	Location:	Millennium
Reports to:	Integrated Train Planning Manager		
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 Terminal and CT Scheduler is responsible for the effective allocation of available resources across Freight and Container Terminal sites nationally in order for KiwiRail to be able to meet our customer requirements.

In addition, the role will formulate and maintain the 24/7 Terminal Plans to provide visibility of the 'first and last mile' of our customer activity to the business.

Key Accountabilities

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

- Develop strong and connected relationships with key business leaders and other stakeholders, ensuring customer, operational and delivery requirements are met.
- Ensure that all activity supports a customer-led strategy, drives innovation and growth and delivers the right outcomes for customers.
- Plan, develop and design Terminal plans to meet the customer needs
- Design freight and container terminal master rosters which efficiently use the available resource
- Ensure that continuous improvement and customer service are at the heart of everything we do.

Key challenges

- Managing the appropriate allocation of resources in a cost saving environment whilst fulfilling competing demands
- Meeting deadlines such as those needed for Roster Deadlines and Demand changes, whilst prioritizing multiple workstreams
- Ensuring that the Health and Safety standard which is critical to the success of KiwiRail is integral to planning.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Wider Planning Team		✓	✓	
	Customer and Growth Team		✓	✓	
	Roster Centre		✓	✓	
	Freight Terminal Managers and Staff		✓	✓	✓
	Container Terminal Managers and Staff		✓	✓	✓

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 • Recognise how financial decisions impact KiwiRail's overall position
Engage Stakeholders	• Develop strong and connected relationships with key business leaders and other stakeholders, ensuring customer, operational and delivery requirements are met. • Ensure that all activity supports a customer-led strategy, drives innovation and growth and delivers the right outcomes for customers. • To determine current and future customer requirements liaise with internal stakeholders to determine requirements and work proactively with them on any special requirements such as seasonal changes to the train plan. • Negotiate outcomes with stakeholders if changes are required.
Resource Planning	• Ensure the commercial needs of the customer are met by; ○ Plan, develop and design Terminal plans to meet the customer needs ○ Design freight and container terminal master rosters which efficiently use the available resource ○ Identify and review resource conflicts and formulate plans to overcome them • Liaise with stakeholders to ensure seasonal plans are developed, planned and actioned

Continuous Improvement

- Continue to apply the approach of simplify, standardize and invest to ensure we remain efficient and productive.
 - Ensure that continuous improvement and customer service are at the heart of everything we do.
 - Formulate and maintain the 24/7 Terminal Plans to provide visibility of the 'first and last mile' of our customer activity
 - Regularly review train plans to;
 - Identify areas for improvements in planning and resource allocation
 - Ensure business and customer needs are being met
 - Implement initiatives that improve resource and rostering efficiency
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Decision Making

Key decision-making requirements of the position include:

- Train operation and scheduling decisions: Ensuring trains run on time while maintaining safety and efficiency.
- Safety management decisions: Identifying potential hazards and implementing measures to manage operational risks.
- Resource allocation decisions: Coordinating with operations to ensure proper allocation of workload and resourcing.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

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're analytically minded with the ability to process complex calculations and interpret information.
- You will have 3+ Years of experience in scheduling/logistics/planning or freight
- You will have advanced data entry and MS Excel skills with excellent spreadsheeting knowledge
- Clear telephone manner with excellent written and verbal communication
- Good geographical knowledge of New Zealand

Desirable:

- 5 years or more experience in Scheduling/Logistics/Planning or Freight
- Transport industry experience, ideally within the rail environment
- Advanced keyboard skills – ideally with previous experience with a complex rostering/scheduling or time and attendance management system
- Knowledge of the Rail Operating Manual

Ways of working / Work-related qualities

- You make great decisions and are conscious of the consequences of your actions
- You enjoy working both as an individual and as part of a wider team
- You enjoy prioritising demands in a fast-paced, dynamic working environment
- You take pride and satisfaction in developing the optimal solution to a challenge.

Qualifications

- NCEA Level 2 or equivalent

Desirable:

- Logistics, Project Management or other tertiary qualification