



Signals & Traction Facilitator

Learning & Development

Team:	Learning and Development	Location:	Auckland
Reports to:	General Manager Learning and Development		
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

The role of Learning and Development Facilitator – Signals & Traction is a responsible for providing high quality training to KiwiRail Staff and other operators in the rail network.

To develop and deliver training and assessment processes on time and in accordance with relevant technical input within KIWIRAIL and ensure any industry requirements are met.

To develop training modules/packages that aligns with other technical training organizations or controlling bodies (for example, EWRB) to ensure compliance is met.

To be focused on instilling highest standard of work ethic, passion and drive to trainees.

To be able to deliver and adapt facilitation techniques that will ensure the appropriate level of support to enable application in the field to meet compliance standards.

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To interact with the Learning Management System based on Trainee data and Key Accountabilities

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

Learning Design

- Define objectives for a course and/or curriculum.
- Outline the concept for a course or programme, defining (needs for) the course medium, content delivery, assessments, accompanying materials, and complementary learning approaches.
- Scope and design impactful blended learning solutions, in consultation with business unit leaders and Subject Matter Experts.
- Design assessments and meaningful course interactions to increase learning and retention.
- Work with the Graphic Designer – eLearning Developer to voiceover talent, video production, and graphics sources to produce draft and final versions of each course.
- Occasionally assist in production (storyboarding, graphics placement, animations, audio importing & editing)
- Work with subject matter experts and course sponsors to collect feedback and integrate it into the next course draft.
- Proof course at multiple stages of development and make or document required changes.
- Define project schedules and manage multiple projects simultaneously with other team members. Keep track of project tasks and status using online project management software.
- Participate in team brainstorming and strategy meetings to help define goals and direction.
- Keep up to date on learning tools, trends, and ideas

Qualifications and Assessment Mapping

- Providing mentoring, coaching and guidance for others on design and development
- Develop materials that are in accordance to our Quality Assurance and Assessment Moderation guidance.
- Provides design of evaluation methodology and continuous improvement cycle for programs.
- Proactively searches and uses emerging learning practices and technologies to continuously improve design and development practices and their effect on the business.
- Evaluates learning approaches and tools for suitability of use within the organisation
- Co-develops learning strategies so that solutions frameworks can be leveraged across business through needs analysis and collaborative design; connecting actively with broader stakeholder groups and connected business processes.
- Undertake training audits and needs analysis, as directed.

Project Management and Evaluation (Technical – Non-Technical Discipline)

- Establishes project governance standards and identifies organisational policies relevant to project management.
- Determines methodology, processes, tools and techniques to be used on L&D projects.
- Identifies, prioritises and initiates new projects, ensuring alignment with business priorities and communicating priorities and rationale to senior stakeholders.
- Engages project sponsors and ensures they are kept informed and fulfil sponsorship role throughout project lifecycle.
- Manages portfolio of projects, balancing resource allocation, interdependencies, risks and opportunities across projects to maximise benefits.
- Ensures that lessons learned are applied to improve project success.

Key challenges

- **Stakeholder Engagement:** Ensuring alignment and engagement from diverse stakeholders across the organisation, from frontline employees to executive leadership.
- **Managing Resistance:** Identifying potential resistance to change and implementing strategies to foster acceptance and commitment.
- **Measuring Success:** Defining and tracking success metrics to demonstrate the value and impact of change initiatives.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	People & Communications Team		✓	✓	
	Business Unit Leaders/Managers		✓	✓	✓
	Safety, Health & Wellbeing Team		✓	✓	✓
	Executive Committee (ExCo)		✓		✓
External	Union Partners (RMTU, GUILD, MUNZ, AMEA)			✓	✓
	Vendors			✓	

What you will do to contribute

Health Safety and Wellbeing	• Promote a culture of safety and wellbeing, ensuring all change activities support KiwiRail's commitment to health and safety. • Identify and address risks related to change management that may impact employee wellbeing. • Engage with leaders to reinforce safe and healthy workplace behaviours during transitions. • Support teams in managing stress and uncertainty related to organisational change.
Customer Focus	• Engage stakeholders to understand their needs and ensure change initiatives align with business goals. • Foster a customer-focused culture by ensuring learning and development changes enhance service delivery. • Use feedback from internal customers to refine change management strategies. • Ensure communication plans address employee concerns and provide clear guidance.
High Performing Teams	• Provide coaching and support to teams undergoing change, fostering adaptability and resilience. • Build strong relationships across the organisation to encourage collaboration and knowledge-sharing. • Identify opportunities for leadership development within change initiatives. • Create feedback mechanisms to continuously improve change processes and team effectiveness.
Commercial Acumen	• Ensure that change initiatives are cost-effective and aligned with KiwiRail's business objectives. • Identify efficiencies in learning and development transitions to minimise disruption and maximise value. • Support the development of training programmes that enhance workforce capability while delivering commercial benefits. • Assess resource allocation to ensure optimal implementation of change initiatives.
Change Management	• Develop and implement structured change management strategies • Conduct impact assessments and stakeholder analyses to identify key areas of focus for change management efforts. • Design and execute communication plans that provide clarity and support during transitions. • Proactively identify and mitigate resistance to change, ensuring a smooth and sustainable transition. • Define success metrics for change initiatives, tracking progress and adjusting strategies as needed.

- Work closely with project teams, HR, and business leaders to integrate best-practice change methodologies into KiwiRail's learning and development programmes.

Decision Making

The Change Manager – Learning & Development is responsible for making decisions related to change management strategies, stakeholder engagement approaches, and training programme design. This role operates within delegated authority guidelines and collaborates with senior leaders to ensure alignment with KiwiRail's strategic goals.

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 office-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

- Signaling technician
- Training delivery qualifications
- Proven skills to facilitating and presenting to groups of people
- Track protection Intermediate (TPI)

Desirable

- Registered electrical inspector.
- Skills assessor and Assessor registered
- Adult education level 4
- Track Protection Advanced (TPA)
- Coaching and mentoring skills

Ways of working / Work-related qualities

- You lead with a consultative and collaborative approach, ensuring buy-in from key stakeholders.
- You have strong interpersonal and influencing skills, enabling you to drive change at all levels of the organisation.
- You communicate clearly and confidently, tailoring messages to different audiences.
- You remain adaptable and resilient in the face of resistance and challenges.
- You proactively seek opportunities for continuous improvement in change management processes.

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

- Electrical Engineering level 4

**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.