



## Operational Competency and Compliance Engineer

### Position Description – RSAI

|                    |                                                   |                  |           |
|--------------------|---------------------------------------------------|------------------|-----------|
| <b>Team:</b>       | Engineering & Asset Services – Quality Compliance | <b>Location:</b> | Auckland, |
| <b>Reports to:</b> | Quality Compliance Leader, RSAI                   |                  |           |
| <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

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The Operational Competency and Compliance Engineer will provide nationwide support to KiwiRail's Rolling Stock Asset Services (RSAI) by ensuring safe, compliant, and efficient rail operational practices across all sites. The role delivers two key assurance functions:

1. Rail Operations Technical Assurance – Providing technical oversight, coaching, and support to frontline teams to ensure rail operating regulatory requirements are met and that rail operations are performed in accordance with KiwiRail's Safety Case, Rules and Procedures.
2. Business System Compliance – Ensuring all RSAI sites and teams operate in full compliance with relevant standards, legislation, regulatory obligations and Mechanical Business System requirements.

This position plays a critical role in driving continuous improvement and fostering a strong, proactive safety culture throughout all RSAI locations.

### Key Accountabilities

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

- Audit and report any non-conformances to maintenance standards, codes, or requirements.
- Identify opportunities to improve practices, documentation, and overall performance.
- Engage, mentor, and coach staff to strengthen capability and understanding of compliance and the impact towards safe, efficient, and reliable performance.
- Lead and deliver operational audits and mastery assessments to verify compliance with safety-critical standards.
- Provide technical advice and support for operational incident investigations and corrective actions.
- Monitor and enhance competency observation systems to improve operating practices.
- Coach and mentor RSAI operators, minders, and safety observer assessors to build operational confidence and competence.
- Promote Zero Harm behaviours and ensure safety findings are appropriately reported and actioned.
- Support RSAI leaders in applying safe, efficient practices across rail operating sites and implementing required improvements.

### Key challenges

- Ensuring consistent safety standards across geographically dispersed RSAI sites with varied operational contexts.
- Influencing behavioural change and continuous improvement in high-risk environments.
- Balancing regulatory compliance with operational efficiency and frontline engagement.

| Key Relationships                                    |                                      | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|------------------------------------------------------|--------------------------------------|--------------|------------|------------------|------------------|
| Here are the key relationships relevant to this role |                                      |              |            |                  |                  |
| Internal                                             | RSAI Front-Line Teams and Leadership |              | ✓          | ✓                | ✓                |
|                                                      | Operations performance / OCMs        |              |            | ✓                |                  |
|                                                      | GJNZ OCMs                            |              |            | ✓                |                  |

|          |                                 |  |  |   |   |
|----------|---------------------------------|--|--|---|---|
|          | Learning and Development        |  |  | ✓ | ✓ |
|          | Zero Harm                       |  |  | ✓ | ✓ |
|          | Rules and standards             |  |  | ✓ |   |
| External | Rail & Maritime Transport Union |  |  | ✓ | ✓ |
|          | Telarc                          |  |  |   | ✓ |
|          | NZ Transport Agency (NZTA)      |  |  |   | ✓ |
|          | Contractors                     |  |  |   | ✓ |
|          | Other external auditors         |  |  |   | ✓ |



## What you will do to contribute

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health Safety and Wellbeing</b>      | <ul style="list-style-type: none"> <li>• Lead safety conversations and coach teams to proactively identify and mitigate hazards.</li> <li>• Ensure full compliance with Zero Harm principles and KiwiRail's safety frameworks.</li> <li>• Provide technical support and subject matter expertise for safety audits and incident or accident investigations, including those related to rail vehicle faults or failures.</li> <li>• Champion a strong, proactive safety culture across all RSAI teams.</li> <li>• Monitor and report safety findings through ORA systems.</li> <li>• Observe employee behaviour to ensure ongoing vigilance and adherence to all safety requirements.</li> <li>• Educate and reinforce Zero Harm expectations to embed safety as a top priority.</li> <li>• Immediately address any unsafe behaviours, communicate corrective expectations to employees, and escalate to managers as required.</li> <li>• Identify hazards and unsafe work practices, notify managers, and work with leaders and staff to ensure appropriate risk controls are implemented.</li> </ul> |
| <b>Customer Focus</b>                   | <ul style="list-style-type: none"> <li>• Engage with RSAI teams to understand operational needs and improve service delivery.</li> <li>• Promote practices that enhance safety and reliability for internal and external customers.</li> <li>• Support continuous learning to meet customer expectations and regulatory standards.</li> <li>• Encourage feedback and collaboration to improve rolling stock operations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>High Performing Teams Skills</b>     | <ul style="list-style-type: none"> <li>• Coach and mentor team members to build observation and feedback skills.</li> <li>• Foster collaboration and shared accountability for safety and performance.</li> <li>• Promote HPHE principles in all workforce interactions.</li> <li>• Support team development through competency (mastery) testing and revalidation processes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Commercial Acumen</b>                | <ul style="list-style-type: none"> <li>• Identify opportunities to reduce operational incidents and improve cost efficiency.</li> <li>• Support the adoption of new technologies that enhance safety and performance.</li> <li>• Provide insights into operational risks and recommend cost-effective solutions.</li> <li>• Ensure practices align with KiwiRail's business objectives and regulatory obligations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Other Role Relevant Competencies</b> | <ul style="list-style-type: none"> <li>• Conduct site visits to assess operational competency and provide assurance.</li> <li>• Deliver training and support for newly qualified operators and assessors.</li> <li>• Lead improvement initiatives and share best practices across RSAI locations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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- Maintain strong relationships with compliance bodies and union representatives.
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## Decision Making

The position is accountable for decisions regarding all project rail operating objectives and for the provision of advice to project team members and relevant stakeholders on day-to-day rail operating decisions.

Key decision-making requirements of the position include:

- safety assurance, compliance assurance, competency assessments, and incident investigations.
- expert advice to RSAI Leaders and Operators on safe operating practices and compliance requirements.

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

## Physical demands and the nature of work

This role is responsible for both frontline operational safety assurance and quality (business system) compliance and includes a range of administrative and field-based activities. The position requires:

- prolonged sitting and high computer usage
- walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- travel to various RSAI sites.
- observation, recording and direction in the rail operating environment.

*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 5+ years of experience in rail operations, with a strong understanding of safety codes and practices.
- You're experienced in mentoring and assessing operational staff in high-risk environments.
- You're confident using Microsoft Office tools and writing clear, concise reports.
- You're skilled in conducting incident investigations and implementing preventative actions.
- You understand KiwiRail's regulatory obligations and safety frameworks.

### Ways of working / Work-related qualities

- You lead the team to identify and address safety hazards, demonstrating care for their wellbeing.
- You speak with enthusiasm and tailor your messages to suit different audiences.
- You take ownership of team goals, pushing for high standards and fostering a results-driven environment.
- You promote collaboration and continuous learning with the teams.
- You evaluate data thoroughly, making informed decisions that benefit the teams and organisation.

### Other Requirements

- You can pass regular drug and alcohol screenings.
- You hold a current and valid NZ driver's licence.
- You are willing to travel across New Zealand and work at various RSAI sites.
- You can operate a two-way radio and meet Medical Category 2 requirements.

### Qualifications

- You are certified (or progressing towards certification) as an assessor.
- You hold or are working towards an adult teaching certificate or have equivalent experience.

