



Regulator Coordinator

Position Description – Strategy, Risk, and Corporate Affairs

Team:	Regulatory	Location:	Auckland / Wellington / Christchurch
Reports to:	Head of Regulatory		
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 Regulatory Coordinator plays a key role in supporting KiwiRail's strategic priorities by coordinating regulatory matters across the business and engaging with external safety agencies. The role ensures robust planning and execution of internal and external safety assessments, audits, and regulatory submissions. It maintains oversight of regulatory recommendations and findings, supports safety reporting processes, and contributes to a culture of compliance and continuous improvement.

Key Accountabilities

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

- Coordinate regulatory activities and ensure timely delivery of requirements aligned with the Regulatory engagement approach.
- Maintain accurate records of external recommendations, findings, and audit actions, ensuring updates are tracked and reported.
- Liaise with internal stakeholders and external regulators to support assessments and audits.
- Provide support for regulatory submissions, audit programmes, and responses.
- Support the triage process for safety reporting to regulatory agencies.
- Ensure consistent documentation and evidence management for all regulatory engagements.

Key challenges

- Managing multiple regulatory workstreams and deadlines across diverse business units.
- Ensuring timely and accurate responses to external agencies under scrutiny.
- Maintaining up-to-date and comprehensive records in a dynamic regulatory environment.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Operational staff across KiwiRail		✓	✓	✓
	Safety, Health & Wellbeing team		✓	✓	✓
	Legal, Regulatory & Enterprise Risk team		✓	✓	✓
	Senior management across the business		✓	✓	✓
External	Industry and safety regulators, including NZ Transport Agency, Maritime NZ, Worksafe, and Transport Accident Investigation Commission		✓	✓	✓
	External operators and contractors			✓	✓

What you will do to contribute

Health Safety and Wellbeing	• Comply with all rail safety system standards and statutory requirements. • Identify and report safety hazards, taking initial control measures. • Promote a proactive safety culture and support wellbeing initiatives. • Ensure timely reporting of incidents and near misses. • Maintain personal and team safety leadership.
Customer Focus	• Build strong relationships with regulatory agencies and internal stakeholders. • Provide timely and accurate updates to regulators. • Support the business in meeting external expectations and commitments. • Ensure submissions and responses reflect KiwiRail's commitment to safety and service. • Actively contribute to improving regulatory engagement outcomes.
High Performing Teams Skills	• Collaborate effectively across departments to support regulatory readiness. • Share knowledge and best practices to strengthen compliance culture. • Provide support and coordination for audit and assessment teams. • Encourage open communication and feedback on regulatory processes. • Support continuous improvement initiatives within the Regulatory team.
Commercial Acumen	• Understand the implications of regulatory findings on business operations. • Support cost-effective planning of audits and assessments. • Ensure regulatory coordination aligns with KiwiRail's strategic priorities. • Maintain oversight of remedial actions and ensure timely closure. • Contribute to risk-based decision-making in regulatory matters.
Specific Role Relevant Competencies	• Maintain robust systems for tracking regulatory actions and evidence. • Draft clear and professional correspondence for external agencies. • Coordinate input and draft responses for regulatory submissions and programmes. • Support the Head of Regulatory in strategic planning and reporting. • Ensure consistency and quality in documentation and records.

Decision Making

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

Key decision-making requirements of the position include:

- Project management and delivery decisions
- Risk management decisions
- Project resourcing, planning and scheduling decisions

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 also requires:

- Travel from home location from time to time
- Field work on occasion to support understanding of business and regulatory engagement

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 sound knowledge of regulatory practices and environments.
- You understand audit processes, preferably in rail and maritime contexts.
- You have experience managing multiple workstreams and projects.
- You're confident in drafting professional correspondence for external agencies.
- You've worked with safety reporting to government agencies.

Ways of working / Work-related qualities

- You prioritise safety and act with integrity.
- You communicate clearly and tailor messages to different audiences.
- You stay calm and adaptable under pressure.
- You collaborate effectively and support team goals.
- You take ownership of tasks and seek continuous improvement.

Other Requirements

- You can pass regular drug and alcohol screenings.
- You hold a current and valid NZ driver's licence.

Qualifications

- You have a tertiary qualification in administration, business, or a similar discipline, or equivalent relevant experience.
- Auditor qualification is desirable.

**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.