



## Supply Chain Planning Process Lead

### Position Description - Supply Chain Planning

<b>Team:</b>	Operations	<b>Location:</b>	TBC
<b>Reports to:</b>	GM Supply Chain Planning		
<b>Role Type:</b>	Fixed Term (18months)		

### 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 Supply Chain Planning Process Lead is responsible for designing, governing, and continuously improving the planning processes that enable reliable, efficient, and customer-focused rail freight operations. The role ensures alignment across demand, supply, asset, and operations planning, and drives process maturity within the Integrated Business Planning (IBP) framework. A key focus is ensuring rail network constraints, asset availability, and terminal capacity are effectively represented in planning processes to support optimal service delivery and commercial outcomes.

### Key Accountabilities

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

- Establish and embed an integrated supply chain planning approach that supports organisational strategy, reflects rail network and asset realities, and enables coordinated decision-making across demand, supply, and operations.
- Ensure effective governance and consistency of planning processes and decisions, so that plans are credible, aligned to IBP expectations, and support safe, reliable, and cost-effective service delivery.
- Oversee the development and ongoing effectiveness of aggregate and medium-term supply plans, ensuring risks, constraints, and assumptions are visible, understood, and proactively managed.
- Drive continuous uplift in planning maturity and performance, improving accuracy, responsiveness, and integration through disciplined processes, insight-led improvement, and adoption of enabling tools.
- Provide authoritative planning leadership and insight that informs senior stakeholders on capacity trade-offs, operational readiness, and the impacts of change across the supply chain.

### Key challenges

- Embedding consistent, credible planning practices across functions while accommodating rail network constraints, asset availability, and operational variability.
- Balancing immediate operational pressures with longer-term planning maturity, process improvement, and IBP evolution in a changing environment.
- Aligning diverse stakeholders and priorities to deliver integrated, decision-ready planning outcomes, often without direct authority.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Finance / Performance		✓	✓	
	IT / Master Data, BI / Analytics		✓	✓	
	Commercial / Sales Operations		✓	✓	
	Change & Communications Executives (S&OP / IBP Governance)		✓	✓	

	Project I Transformation Teams		✓	✓	
	Operations Planning		✓	✓	
	Network Access / Timetable		✓	✓	
	Port & Terminal Operators		✓	✓	
	Fleet Logistics/ Wagon Management		✓	✓	
	Crew and Maintenance Planning		✓	✓	

## 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
- Understand and comply with procurement guidelines
- Work with suppliers to ensure quality outcomes
- Recognise how financial decisions impact KiwiRail's overall position

### Process Ownership & Governance

- Own end-to-end supply chain planning processes, including demand planning, supply planning, operations planning, and IBP cycle inputs.
- Maintain process standards, documentation, RACI matrices, and performance measures.
- Ensure planning processes reflect rail network capabilities, rollingstock availability, maintenance plans, and service schedules.

<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Lead initiatives to increase planning accuracy, efficiency, and integration across the value chain.</li> <li>• Drive root-cause analysis and corrective actions related to service performance, forecast accuracy, and planning exceptions.</li> <li>• Champion digital planning tools and support the transition to advanced planning systems.</li> </ul>
<b>Cross-Functional Leadership</b>	<ul style="list-style-type: none"> <li>• Facilitate collaboration between Commercial, Operations, Network Control, Rollingstock, Terminals, and Finance.</li> <li>• Support scenario planning to evaluate operational trade-offs, asset utilisation, and customer impacts.</li> <li>• Provide planning expertise into operational readiness and change initiatives.</li> </ul>
<b>Analytics &amp; Performance Insights</b>	<ul style="list-style-type: none"> <li>• Monitor and interpret planning KPIs, including forecast accuracy, plan adherence, capacity utilisation, and network performance.</li> <li>• Translate insights into recommendations that drive service reliability, asset utilisation, and financial performance.</li> <li>• Support reporting across the IBP cycle.</li> </ul>
<b>Capability Development</b>	<ul style="list-style-type: none"> <li>• Build organisational understanding of planning processes, tools, and standards.</li> <li>• Deliver coaching and training to planners and operational teams.</li> <li>• Foster a culture of disciplined planning and continuous improvement.</li> </ul>

## Decision Making

The Supply Chain Planning Process Lead exercises judgement in shaping how planning standards are applied and ensuring process governance supports reliable and commercially sound rail freight operations. The role makes decisions that influence planning quality, cross-functional alignment, and the way operational constraints are integrated into planning processes.

- Sets and applies planning process standards, controls, and governance mechanisms within delegated authority.
- Prioritises process improvements and selects the methodologies and tools used to enhance IBP maturity.
- Determines how operational constraints and capacity information are reflected in planning workflows and models.
- Resolves cross-functional planning issues and escalates risks or impacts with significant service or commercial consequences.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	Nil
<b>Finance Delegations</b>	TBC
<b>Budget (operating and capital)</b>	TBC

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<b>Travel Delegations</b>	Nil
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<b>Statutory powers</b>	Nil
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### 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

- Experience in supply chain or operations planning within a complex, asset-intensive organisation (rail, transport, logistics, manufacturing, utilities).
- Strong process design, facilitation, and governance capability.
- Ability to translate commercial and operational drivers into practical planning processes.
- Proficiency in planning analytics, scenario modelling, and performance reporting.
- Demonstrated ability to lead cross-functional engagement and alignment.
- Experience with Integrated Business Planning (IBP/S&OP) in a freight or transport environment.
- Understanding of rail network operations, rolling stock, and asset management.
- Familiarity with advanced planning systems and digital transformation.

### Ways of working / Work-related qualities

- Strong systems thinking and ability to work across commercial, operational, and asset domains.
- Excellent communication and facilitation skills.
- Highly collaborative, with the ability to influence without authority.
- Analytical mindset with attention to detail and process discipline.
- Continuous improvement orientation and a passion for building capability.
- Comfortable working in a dynamic, complex, and time-sensitive operational environment.

### Other Requirements

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

### Qualifications

You need either:

- You have a relevant degree in Supply Chain planning, Logistics or analytics

- You have a post-tertiary education experience

And

- You hold relevant industry certifications

**CREATING  
STRONGER  
CONNECTIONS**

KiwiRail 