



Position Description

Operations Manager Operations

Purpose:

As the Operations Manager your primary responsibility is the day to day leadership of the people and functions associated with the movement of freight in and out of the Terminal. These functions include service performance, health & safety, managing the labour costs (i.e. overtime, leave, hours of work, rostering), the fuel costs and the repairs and maintenance of all equipment, buildings and track. You are also responsible for ensuring the correct rolling stock is available and serviceable, all trains are correctly loaded, marshalled and inspected and are ready to depart on time.

Responsibility for Terminal staff and Locomotive Engineers' (LE) on-job performance, technical competency, compliance and certifications, training, personal development and communication. Ensure the locomotive team is appropriately trained, certified and re-validated bi-annually.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk"

Dimensions:

- Reports to:** Regional Operations Manager
- Responsible for:** Terminal staff (RO/RCO/TXO), Locomotive Engineers (LE), Terminal/LE Team Leaders,
- Location:** Local Depot - Some travelling/overnight may be required
- Internal Contacts:** Other Operations Managers, Track, Field Asset/Production and Mechanical Maintenance Managers, HR, Zero Harm, Finance, Service Centre and Occupational Competency Manager
- External Contacts:** Customers, Auditors, Public, Suppliers

Key Accountabilities

Operations Leadership
<ul style="list-style-type: none"> • Communicates and demonstrates KiwiRail core values to instil values through the team • Clarifies job and behavioural expectations to staff to ensure all staff are aware of what is expected of them and how they are expected to perform and behave through KPIs and development plans • Undertake regular 1:1 performance reviews with all the Team Leaders by providing factual information and constructive feedback



- Conduct regular business updates for staff to ensure everyone is aware of Company priorities and progress
- Authorise Roster/s prior to implementation ensuring sufficient resource is available to meet work load and leave requirements.
- Ensure all staff are fully certified to carry out their duties in accordance with the Rail safety case.
- Ensure and support the Team Leaders Identify any training weaknesses or development needs and proactively put in place a plan to provide the necessary skills / knowledge.
- Manages poor performance and misconduct to ensure performance and/or behaviour is corrected, overall performance is improved and employment policies and requirements are adhered to
- Provides daily team briefings on work plans, KPI targets, performance results, new initiatives and health and safety to ensure staff are well informed and feel involved and motivated
- All employment related appointments, changes, payments and terminations in accordance with HR delegations.
- Ensure Induction and on the job training is completed for all new employees.
- Authorise hours of work for payment and changes to employees terms and conditions of employment
- Develop a constructive environment where Team Leaders are accountable for the day to day running of their areas of responsibility
- Leads investigations of yard accidents and incidents to ensure the cause is accurately identified and recommendations and corrective actions are put in place

Zero Harm

- Manages Zero Harm to ensure all staff are constantly vigilant about the safety of themselves and others and comply with all safety requirements.
- Manages identification of hazards and unsafe work practices, hazard register updates, safety inductions and zero harm communications to ensure staff, contractors and visitors are aware of and take appropriate steps to avoid risks.
- Manages and monitors accidents/incidents and workplace injuries to ensure they are reported in a timely manner, corrective actions are implemented and rehabilitation plans are in place and managed effectively.
- Understands and complies with HSE legislation, regulations, code of practice, safe operating procedures and relevant best practice to ensure full compliance with requirements.
- Reviews Health & Safety reports on workplace accidents and incidents to identify trends and initiate corrective actions for the reduction of LTIs, MTIs and incidents.
- Undertake to complete your allocated Safe Work Conversations (SWC's), toolbox meetings as part of the Groups standard KPI's.
- Actively manages areas of risk and ensure clear communication is given on policy eg: Drivers of KR Motor Vehicles and the non-use of Drugs and Alcohol

Customer Service

- Manages and monitors wagon supply to ensure wagons are supplied to Customers within code requirements, fit for purpose and on time.



- Communicates operational requirements of freight to customers (e.g., dangerous goods, refrigerated cargo, pull and placement times, etc.) to ensure freight is packed, loaded and carried in accordance with specifications in a timely manner.
- Leads and champions on time performance to ensure on time performance targets are met
- Communicates and monitors wagon pull and placement times to ensure customer pull and placement targets are met
- Engages with Network Services to ensure track and underfoot conditions meet safety standards and reduce yard derailments and collisions

Business Performance

- Manages safety observations to ensure regular observations in accordance with prescribed process, identified issues are addressed and no overdue observations and re-certifications
- Manages periodic medicals in PREDICT to ensure operating staff complete medicals on time and can continue operating
- Monitors application of Rail Operating rules and regulations and leads the introduction of new standards operating procedures to ensure correct adherence
- Conducts regular audits of work orders, shunting procedures, train inspections and other work practices to ensure procedures meet code requirements
- Identifies and implements cost saving initiatives to keep costs within budget
- Plans and manages annual leave to reduce leave liability
- Monitors and manages short notice absences (e.g., sick leave, etc.) to reduce absenteeism
- Reviews yard activity and rostering to identify the most efficient allocation of resources
- Checks and authorises time sheets to ensure accuracy and identify excess overtime and anomalies that require addressing

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> ▪ 5-10 years' supervisory / management experience working in heavy industrial/ unionised work environment ▪ Ability to manage projects that involve changes to infrastructure and/or processes ▪ Expertise in analysing, evaluating and problem-solving, risks and unplanned supply disruptions (Forward thinking, organised and resilient) ▪ Basic working knowledge of NZ employment and health and safety legislation. 	<ul style="list-style-type: none"> ▪ At least 5 yrs. experience in a logistics/transport environment ▪ Previous experience in Terminal/shunting operations ▪ Previous experience as an LE (5yrs+) ▪ Experience working in a rostered shift work environment ▪ Experience in conducting accident and incident investigations

Education:



Essential:	Desirable:
<ul style="list-style-type: none"> ▪ Current Driver's License 	<ul style="list-style-type: none"> ▪ Relevant tertiary qualification (Supply Chain Logistics/Management) ▪ NZIM or similar People Management/Leadership

