



Business Support

Infrastructure Team

Team:	Infrastructure	Location:	Local Depot
Reports to:	Business Support Team Leader		
Role Type:	Permanent		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people. For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

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.



Health, safety and wellbeing is our number one priority. Good safety is good business

About the Role

Purpose of the role

The **Business Support** role provides essential administrative and operational assistance to the infrastructure team. This role ensures the smooth execution of daily functions through the effective management of compliance, vendor processes, financial reporting, and cross-departmental coordination.

By streamlining procedures, maintaining accurate data, and enhancing communication, this role is instrumental in ensuring the efficiency and high performance of the infrastructure team.

Key Accountabilities

Within the scope of this role, you will:

Financial Compliance

- Prepare mid-month and end-of-month (EOM) commitment reports, assisting in ensuring accurate monthly cost capture and liaising with Management Accountants to resolve discrepancies or close completed purchase orders.
- Reconcile purchasing card receipts in Flexipurchase by EOM, ensuring compliance with GL capture and purchasing policy requirements.
- Process approved Overnight Allowance and Expense claims, validating personal claims for escalation when necessary.
- Analyse GRIR (Goods Receipt/Invoice Receipt) reports, fixing any variances beyond 90 days.
- Manage Third Party Recoverable invoices, including cost reconciliation, invoice generation, and follow-up with Accounts Receivable.
- Manage new vendor creation processes, including obtaining necessary endorsements and correspondence with the Master Data team.
- Process vendor invoices through SAP/Maximo/ESKER, troubleshoot AP issues, and maintain blocked invoice reporting.
- Raise purchase orders in SAP or Maximo, monitor workflows to ensure timely approvals, and verify purchase requisitions/orders based on weekly work bank plans compared with vendor claims.

Operational Compliance

- Manage PPE orders, including goods receipting, distribution, and updating the PPE register for transparency.
- Present weekly compliance reports at planning meetings, escalating overdue tasks and monitoring invoice approvals.
- Arrange Periodic Medicals and Health Monitoring for rail safety workers, escalating issues as needed.
- Coordinate the return-to-work process for staff following ACC or long-term illnesses, supporting managers with associated documentation.

General Administration

- Organise travel bookings for staff through ORBIT in compliance with KiwiRail Travel policy, ensuring proper approvals are in place and reports are accurate.
- Act as a central point of contact for facilities management, IT procurement and assistance, including mobile phone and iPad procurement, and return of unused equipment. maintaining registers and escalating issues as required.
- Manage depot operations, including stock levels, cleaning, couriers, and key security functions.

Team Support

- Facilitate onboarding processes for new staff, assisting managers with inductions and training system (KLE) setup.

- Maintain shared mailboxes, manage SharePoint sites, and provide administrative support to Infrastructure national leaders.
- Assist with accounts receivable tasks, ensuring costs are accurately captured and supporting debt collection.

Key Challenges

- Balancing multiple priorities and deadlines in a dynamic, fast-paced environment.
- Ensuring accuracy and efficiency across a broad spectrum of administrative and operational tasks.
- Facilitating clear and effective communication between internal and external stakeholders.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Infrastructure Leaders		✓	✓	✓
	Business Support Team Leaders		✓	✓	✓
	Field Staff		✓		✓
	Procurement		✓	✓	✓
	Finance		✓	✓	✓
	Property		✓	✓	✓
External	Contractors/ Suppliers		✓		✓
	Service Providers		✓		✓

What you will do to contribute

Safety, Health and Wellbeing	<ul style="list-style-type: none"> • Monitor and maintain compliance with health and safety regulations, including the coordination of medicals, health monitoring, and workplace inspections. • Actively participate in HSAT and Tunnel Focus Groups, ensuring actions are followed through and safety boards are kept up to date. • Manage operational safety compliance, including first aid kits, fire extinguishers, and PPE distribution.
Customer Led	<ul style="list-style-type: none"> • Foster strong relationships with internal and external stakeholders to ensure timely issue resolution and effective service delivery. • Maintain open and proactive communication with team leaders, contractors, and vendors to address challenges and improve workflows.
High Performing Teams Skills	<ul style="list-style-type: none"> • Provide efficient and accurate administrative support to ensure the team can focus on operational excellence. • Facilitate smooth onboarding processes for new team members, including system setups and compliance inductions.

	<ul style="list-style-type: none"> Act as a key point of contact for team leaders, providing logistical and operational support as required.
Commercial Acumen	<ul style="list-style-type: none"> Ensure financial reporting accuracy by reconciling monthly reports, raising purchase orders, and resolving blocked invoices. Manage cost recovery processes for third-party work, ensuring accurate and timely invoicing. Assist in managing budgets for regional teams, identifying discrepancies in spend or forecasting issues. Recognise how financial decisions impact KiwiRail's overall position
Operational Excellence	<ul style="list-style-type: none"> Manage vendor processes, including set-up, compliance checks, and invoice payments. Coordinate operational logistics, such as travel, depot supplies, and fleet management.
Adaptability	<ul style="list-style-type: none"> Adjust to shifting priorities and embrace new technologies or responsibilities as needed. Flexibility to adjust to changing priorities and environments. Embrace new tasks or technologies as needed.



Decision Making

The position is accountable for decisions regarding Business Support objectives on a day-to-day basis.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	\$1,000 (as per DFA Policy)
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

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 will review and update it with you if your responsibilities change.

About you

Knowledge and experience

- 2 to 4 years' experience in administrative and operational roles, preferably within a large organisation or infrastructure focused environment.
- You have a strong understanding of financial and compliance processes, including purchase orders, invoicing, and reporting systems (e.g., SAP, Maximo).
- You are skilled in managing vendor relationships and have experience working with external contractors.
- You understand health and safety requirements and have experience coordinating compliance activities.
- You have a proven ability to manage multiple priorities in a dynamic environment.

• **Ways of working / Work-related qualities**

- Excellent communication and interpersonal skills.
- Strong analytical and problem-solving capability.
- You are organised, detail-oriented, and able to manage multiple priorities and deadlines.
- You are flexible and practical.
- You focus on customers' needs.
- You have a commercial mindset.
- You value diversity and help create an inclusive workplace.
- Providing cover for leave and during peaks in workload.

Other Requirements

- You must pass regular drug and alcohol screenings.
- Preferred that you have a current and valid NZ Driver's Licence
- You can complete safety and compliance inductions as required.

Qualifications

You will preferably have:

- NCEA Level 2 or equivalent
- NCEA Level 1 with experience

**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.