



## Workforce Analyst - People

### Position Description

<b>Business Unit:</b>	People and Communications	<b>Position ID:</b>	KR25848
<b>Team:</b>	Strategic People Planning & Analytics	<b>Location:</b>	Auckland or Wellington
<b>Reports to:</b>	GM Strategic People Planning & Analytics	<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, our communities, and our 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 to our customers and the future needs of their businesses, connection to the communities we serve and operate in, and connection to each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services for economic, social, and environmental value to 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 wellbeing is our number one priority to ensure 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. Our People and Capability team plays a key part in this change, ensuring our people are engaged, empowered, skilled and supported to perform. This role has been established to help provide important data analytics and insights to understand, build and support our future workforce.

As a Workforce Analyst, you will support data-driven decision-making across KiwiRail's People and Capability function. You will analyse HR data, develop meaningful insights, and create reporting tools that help inform workforce planning and people initiatives. By delivering high-quality HR analytics, you will contribute to better employee experiences, organisational effectiveness, and business outcomes.

### Key Accountabilities

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

- Analyse HR data and provide meaningful insights to support strategic workforce planning and people-related decision-making.
- Deliver regular and ad-hoc reports on key workforce metrics such as recruitment, remuneration, performance, and workforce demographics.
- Support HR projects, including Inclusion, Diversity, and Belonging (IDB), Talent and Succession Planning, and workforce planning initiatives through actionable data insights.
- Support accurate timely data reporting & analysis to key stakeholders.
- Analyse workforce data to identify trends, patterns, and insights that can guide decision-making and improve business outcomes.

Ensure data accuracy and integrity while continuously improving reporting processes and analytical capabilities.

- Present findings in a clear, visual, and easily digestible format for a wide range of stakeholders.

### Key Challenges:

- Managing large and complex workforce datasets to extract meaningful insights that drive decision-making.
- Ensuring consistency, accuracy, and integrity of HR data across multiple systems and reporting structures.
- Balancing the need for detailed workforce analysis with the demand for timely, actionable insights for a variety of stakeholders

Key Relationships		Manage / Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	People and Communications Leadership Team		✓	✓	✓
	People and Capability Team		✓	✓	✓
	Business Unit Leadership Teams		✓		✓
	EXCO / Board		✓		✓
	Internal service providers		✓	✓	
External	Government agencies (e.g., surveys and data)		✓		
	Partner organisations (e.g., surveys and data)		✓		

## What you will do to contribute

<b>Safety Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture of safety, health, and wellbeing.</li> <li>• Comply with all rail safety system standards, procedures, and statutory requirements within your area of responsibility.</li> <li>• Respond effectively to safety incidents and near-misses.</li> <li>• Support your own and team members' physical and mental health</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Support a customer-focused culture at KiwiRail</li> <li>• Work closely with the key stakeholders to understand workforce challenges and provide data-driven solutions.</li> <li>• Know our people services well and explain them to our internal customers.</li> <li>• Respond positively and quickly to internal customer requests / needs.</li> <li>• Develop solutions to meet internal customer requirements.</li> <li>• Collaborate to solve complex internal customer issues.</li> <li>• Work with colleagues to improve internal customer outcomes</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Use workforce data to provide insights that contribute to operational efficiency and cost-effectiveness.</li> <li>• Support workforce planning to optimise resource allocation and reduce inefficiencies.</li> <li>• Understand how data analytics can improve employee engagement and productivity.</li> </ul>
<b>Data Reporting &amp; Analysis</b>	<ul style="list-style-type: none"> <li>• Deliver accurate and timely ad-hoc reports as requested by external stakeholders, HR stakeholders, senior management, and other departments.</li> <li>• Support the preparation of regular monthly and quarterly reports, focusing on key workforce metrics such as employee turnover, headcount, diversity, and other people related KPIs.</li> <li>• Ensure data privacy and confidentiality when handling employee information.</li> <li>• Analyse workforce data to identify trends, patterns, and insights that can guide decision-making and improve business outcomes.</li> <li>• Work with HR systems to gather and validate data for reporting purposes, ensuring data integrity and consistency.</li> </ul>
<b>Data Visualisation &amp; Insights</b>	<ul style="list-style-type: none"> <li>• Create dashboards and visual reports to make complex data more accessible and actionable for non-technical stakeholders.</li> <li>• Present findings in a clear and concise manner, offering insights and recommendations based on data analysis.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Enhance existing reporting processes and improve the accuracy and relevance of workforce data.</li> <li>• Identify opportunities to automate and streamline reporting tasks for greater efficiency.</li> <li>• Stay up to date with emerging workforce analytics trends and technologies</li> </ul>

### Deliver Ad-hoc Projects & Support

- Support on HR COE projects as needed, including data research, benchmarking, and forecasting.
- Assist in the maintenance of key HR systems and databases to ensure data is up-to-date and accurate.

### Decision Making

The position is responsible for providing data and insights to support decision making across all levels of the business.

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 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

- You have strong Microsoft Excel skills, including proficiency in Power Pivot and Power Query. Experience with data visualisation tools (e.g., Power BI) or the willingness to learn.
- Basic understanding of HRIS (Human Resource Information Systems) and other people analytics tools is desirable.
- Familiarity with statistical analysis and data modelling is a plus.
- Strong analytical mindset with the ability to interpret and extract actionable insights from complex data sets.
- Excellent written and verbal communication skills, with the ability to convey technical findings to non-technical stakeholders.
- High level of accuracy and attention to detail in all aspects of data analysis and reporting.
- Able to work collaboratively within a team environment, demonstrating initiative and a proactive approach to problem-solving.
- A desire to support HR analytics projects, with a focus on Talent & Succession, Inclusion, Diversity & Belonging (IDB), and other people initiatives.

### Ways of working / Work-related qualities

- You prioritise safety and ensure data integrity when handling sensitive workforce information.
- You are customer-focused and committed to delivering high-quality data insights that meet business needs.
- You communicate well at all levels.
- You're flexible and practical.
- You collaborate well in a team environment and contribute positively to shared goals.
- You are proactive in identifying trends and solving workforce-related challenges through data.
- You stay up to date with workforce analytics trends and continuously improve your reporting skills
- You value diversity and help create an inclusive workplace.

### Other Requirements

- You can pass regular drug and alcohol screenings
- You maintain confidentiality and adhere to data protection policies when handling workforce information.

### Qualifications

You need either:

- A degree in a relevant field such as Business Analytics, Human Resources, Data Science, Statistics, or similar.
- Equivalent industry experience in workforce analytics, HR reporting, or data insights

**CREATING  
STRONGER  
CONNECTIONS**

