Business Enablement Lead

Position Description

Team:	Business Enablement, Auckland Metro Network	**Location:**	Auckland
Reports to:	Business Enablement Manager		
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

KiwiRail is in a phase of significant transformation to modernise and strengthen Aotearoa New Zealand's metro rail network. We're enhancing and modernising our network maintenance to support more frequent passenger services, faster journey times, and increased freight capacity.

The Auckland Metros Network team is the spearhead of our interconnected Metros business, delivering best-in-class safety, consistent service performance, and driving innovation to meet stakeholder and customer obligations. As a standalone business unit aligning Auckland and Wellington operating models, we are committed to intelligent, preventative maintenance supported by sustainable funding. Through a transformation plan focused on safety, intelligence, automation, mechanisation, and asset management, we will meet network capacity demands, generate above-rail revenue, consistently achieve Delivery in Full, on Time (DIFOT) targets, and ensure service levels of excellence across the network by 2030.

The Business Enablement Lead supports the Business Enablement Manager with the day-to-day delivery of business enablement functions across the Auckland Metro Network. The role provides operational leadership across governance, reporting, planning, risk management, continuous improvement and business coordination activities within direction and delegations set by the Business Enablement Manager ensuring the successful delivery of organisational objectives.

The role acts as the coordinator of business rhythms and management processes, ensuring governance forums, reporting requirements, performance monitoring, risks, actions and business priorities are effectively supported. The Business Enablement Lead serves as a key link between operational teams, programme delivery teams, support functions and leadership.

Working closely with the Business Enablement Manager, the role ensures standards, frameworks and ways of working are consistently applied across the Auckland Metro Network.

Key Accountabilities

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

- **Business Coordination and Delivery** – Coordinate and lead the day to day delivery of agreed Business Enablement activities, within priorities, frameworks and delegations set by the Business Enablement Manager.
- **Governance and Business Management** – Manage governance forums, meeting cadences, action tracking, decision registers and reporting cycles to support effective leadership oversight.
- **Risk, Issues and Assurance Coordination** – Monitor risks, issues and assurance activities, ensuring actions are tracked, stakeholders engaged, and escalations occur when required.
- **Planning and Business Integration** – Coordinate planning activities across operational, maintenance and programme teams to support business objectives.
- **Continuous Improvement** – Identify opportunities to improve business processes, systems and reporting practices and support implementation of improvement initiatives.
- **Stakeholder Engagement** – Maintain effective working relationships with internal and external stakeholders to ensure positive outcomes and resolve operational challenges.
- **Functional Leadership and Capability** – Provide practical subject matter support across governance, reporting, planning and business management disciplines, escalating matters of strategic significance, risk acceptance, resource trade off or senior stakeholder sensitivity to the Business Enablement Manager.

Key challenges

- Leading and coordinating business enablement activities across multiple stakeholders and workstreams with competing priorities.
- Driving outcomes and accountability without direct authority across all business areas.
- Managing multiple governance forums, reporting obligations and business priorities simultaneously.
- Supporting the Business Enablement Manager to translate strategic priorities into coordinated business activities and measurable outcomes.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Business Enablement Manager		✓		
	Discipline Leads			✓	✓
	cPMO			✓	✓
	Subject Matter Experts			✓	✓
	Internal Service Providers			✓	✓
External	Link Alliance/City Rail Link				✓
	Auckland Transport				✓
	WorkSafe				✓
	Auckland Council				✓
	Subject Matter Experts				✓
	Service Providers				✓

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

Commercial Acumen	• Plan and monitor own responsibilities to contribute to business objectives • Consider financial implications when making recommendations • Work with stakeholders to ensure quality outcomes • Recognise how decisions impact KiwiRail's overall position
Leadership accountability	• Support the Business Enablement Manager in delivering Auckland Metro Network's business enablement strategy and objectives. • Coordinate and lead the day to day delivery of agreed Business Enablement activities, within priorities, frameworks and delegations set by the Business Enablement Manager. • Ensure governance, reporting, planning and risk management processes are consistently applied. • Promote a positive, high-performing and customer-focused team culture. • Support organisational change and business improvement initiatives. • Foster strong working relationships across Auckland Metro Network and KiwiRail.
Business management	• Coordinate business planning cycles and reporting requirements. • Maintain action registers, governance documentation and business records. • Prepare executive briefings, presentations and management reports. • Monitor performance indicators and support performance improvement initiatives. • Coordinate risk, assurance and compliance activities. • Ensure delivery of high-quality business support services across Auckland Metro Network.

Decision Making

The position is accountable for decisions regarding strategic and tactical objectives, and for the provision of information to team members and relevant stakeholders to support day-to-day business 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 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 coordinating business management, governance, reporting or programme support functions.
- Strong organisational skills and ability to manage governance rhythms, action tracking and reporting cycles.
- Experience preparing management information, dashboards, briefings and decision papers.
- Ability to work with multiple stakeholders and escalate issues appropriately.
- Practical working knowledge of risk, reporting, planning and assurance processes.
- Ability to support process improvement and consistent ways of working

Ways of working / Work-related qualities

- You are able to maintain composure, making sound and timely decisions under pressure.
- You are pragmatic and flexible, effectively balancing the needs of your team, project and KiwiRail.
- Demonstrated ability to build and maintain effective working relationships with a broad range of internal and external stakeholders.
- Strong negotiation and influencing skills, with experience achieving resolution to competing demands or disputes.
- Excellent written and verbal communication skills, with the ability to convey complex information clearly and concisely.
- Results-focused mindset with a strong drive to deliver outcomes to completion.
- Commercially astute, with an understanding of cost, value, and performance trade-offs.
- Strong interpersonal skills are quired to achieve cooperation, and positive negotiations with customers and suppliers.
- Ability to juggle concurrent priorities.

Qualifications

You need either:

- A relevant degree in business or administration
- Post tertiary education experience

And

- Relevant industry certifications