Contract and Supplier Performance Manager

Position Description

Team:	Auckland Metro	**Location:**	Auckland
Reports to:	Senior Commercial Manager - Metros		
Role Type:	Permanent		

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 Contract and Supplier Performance Manager oversees the end-to-end management of Auckland Metro's supplier contracts. The role ensures compliance with contractual obligations, drives supplier performance improvement, and manages relationship governance. A key responsibility is to ensure the Auckland Metro meets its performance obligations under the Auckland Network Agreement, aligning contract outcomes with agreed KPIs, and proactively addressing risks that could impact network performance.

Key Accountabilities

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

- Ensure all contractual deliverables align with Auckland Metro's obligations under the Auckland Network Agreement.
- Ensure our contract records are accurate and correctly administered through KiwiRail's Contract Eagle system.
- Support the Commercial and Performance Manager by acting as a relationship manager for suppliers delivering services to Auckland Metro.
- Monitor supplier KPIs and SLAs, ensuring they support the Auckland Metro's performance targets.
- Lead regular supplier performance reviews in accordance with KiwiRail's supplier performance frameworks and implement improvement plans to address performance gaps.
- Proactively identify risks to meeting Auckland Network Agreement obligations and escalate or resolve issues promptly.
- Support external audits by acting as the coordinator for the wider Auckland Metro team.
- Collaborate with internal teams to ensure supplier activities contribute to achieving agreed reliability, availability, and service standards.
- Provide performance reporting to internal and external stakeholders, demonstrating compliance with contractual and network obligations.
- Serve as the key point of contact for suppliers, managing day-to-day queries, issue resolution, and escalation processes.
- Facilitate regular governance meetings with suppliers to review performance, discuss risks, and agree on improvement actions.
- Build strong, collaborative relationships with suppliers to foster a culture of continuous improvement and partnership.

Key challenges

- Being the "go-to" for suppliers while also holding them to account on KPIs, SLAs, and contractual terms

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	General Manager Auckland Metro				✓
	Senior Commercial Manager – Metros		✓	✓	
	Auckland Metro Teams (Operational and Delivery)			✓	✓
	Engineering Team			✓	✓
	Group Procurement			✓	✓
	Finance			✓	✓
	PMO			✓	✓
External	Supply Chain Delivery Partners			✓	
	Funders/delivery partners – AT and NZTA		✓	✓	

What you will do to contribute

Health Safety and Wellbeing	• Lead by example in safety leadership and champion KiwiRail's Care & Protect value. • Implement safety procedures and ensure team compliance • 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 • Help foster a positive profile for the Auckland Metro team, and the initiatives developed. • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Work with colleagues to improve customer outcomes
High Performing Teams Skills	• Support a culture of accountability, collaboration, and continuous improvement. • Promote KiwiRail values and engagement across teams • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	• 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
Contract Management	• Manage and maintain the Auckland Metro's Contract Execution Request Repository and contract information within Contract Eagle. • Collaborate with the Commercial Analyst to analyse Auckland Metro's expenditure patterns in relation to its supplier base, identifying trends, cost drivers, and opportunities for optimisation
Supplier Capability and Market Development	• Assess supplier capacity and capability against Auckland Metro's current and future needs. • Identify gaps and work with Procurement to attract new suppliers or develop existing ones. • Support onboarding and induction of new suppliers into KiwiRail systems and safety culture
Supplier performance	• Monitor supplier KPIs and SLAs, escalating issues where necessary. • Ensure alignment with Auckland Network Agreement obligations and KiwiRail strategic objective. • Lead regular supplier performance reviews and implement improvement plans, where required. • Develop and maintain supplier scorecards and reporting frameworks.

	• Benchmark supplier performance and share best practices across the supply base. • Drive continuous improvement initiatives with suppliers (e.g., root cause analysis, innovation forums). • Identify opportunities for process improvement in supplier management and governance. • Champion improvements in reporting tools and dashboards for supplier performance
Risk Management	• Monitor commercial and operational risks related to supplier performance. • Maintain a risk register for supplier delivery and escalate systemic risks promptly. • Collaborate with PMs and the Commercial and Performance Team to mitigate risks before they impact network performance.
Relationship management	• Build strong relationships with suppliers and internal stakeholders to manage conflict resolution and facilitate constructive discussions when performance issues arise • Support procurement processes for new contracts and variations.
Zero harm	• Monitor and report on supplier compliance with health and safety requirements and contractual obligations, escalating issues to Project Managers or Contract Administrators as required. • Undertake quarterly H&S reviews of key suppliers to ensure compliance with KiwiRail's ACC accreditation.

Decision Making

The position is accountable for decisions related to supplier performance and for providing advice to relevant stakeholders on matters that impact the effective delivery of the Auckland Metro network.

Key decision-making requirements of the position include:

- Set and maintain the supplier governance cadence (monthly ops review, quarterly exec review) and require attendance and data submissions to agreed deadlines.
- Approve reporting formats and data standards (templates, definitions, timeliness thresholds) for performance.
- Trigger formal escalation pathways when predefined thresholds are breached (e.g., repeated KPI failure, data non-submission, safety leading indicators trending poorly).
- Prioritise performance deep-dives and agree investigation scopes with the Commercial and Performance manager (root cause analyses, independent audits).

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Level 5: Nil Operating | Nil Capex
Budget (operating and capital)	$150M+ per annum
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is primarily office-based but requires regular engagement in field environments and operational settings. It involves:

- Prolonged periods of computer-based work
- Attendance at operational sites, depots, and work locations
- Regular travel across the network

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 will have 5-8 years' experience in contract management or supplier performance frameworks.
- You will have strong negotiation and stakeholder engagement skills.
- You will have excellent organisational and communication skills
- Knowledge of rail or infrastructure sectors.
- Familiarity with commercial and legal aspects of contracts

Ways of working / Work-related qualities

- You demonstrate strong safety leadership and personal accountability
- You communicate clearly and confidently at all organisational levels
- You're pragmatic and practical
- You can build trust across delivery, planning, and operational teams

Other Requirements

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

Qualifications

You need:

- a relevant tertiary qualification in business, law, or supply chain management

