Governance Specialist

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 Governance Specialist Auckland Metro Network leads and coordinates governance activities that support effective decision-making, business performance, risk management, reporting, planning and continuous improvement. The role ensures governance forums, management processes and reporting obligations operate effectively, while providing specialist advice and support to leaders across the Auckland Metro Network. The position acts as a key liaison between operational teams, delivery teams, support functions and leadership to drive accountability and achievement of business objectives.

Key Accountabilities

- Lead governance forums, meeting cadences, action tracking, decision registers and reporting cycles.
- Lead governance activities and reporting processes ensuring transparent, accurate and timely information.
- Ensure strategic and operational risk reporting and escalation flows through governance.
- Ensure assurance activities, audits and reviews and actions are accurately reported and recorded through governance.
- Prepare executive briefings, governance papers, presentations and management reports.
- Provide specialist governance advice and support across the Metros businesses.
- Drive continuous improvement in governance practices, reporting and business processes.

Key challenges

- Leading governance activities across multiple stakeholders and competing priorities.
- Driving outcomes without direct authority.
- Managing multiple governance forums and reporting obligations.
- Translating strategic priorities into 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
Governance	• Lead governance activities, forums and reporting processes, ensuring governance information is transparent, accurate, timely, and aligned with organisational and governance requirements • Oversee the quality, completeness and timeliness of reporting received from programme and business disciplines each reporting cycle • Lead the delivery, coordination and continuous improvement of regular business and governance reporting, ensuring alignment with strategic objectives, programme outcomes and key performance indicators (KPIs) • Establish, implement and monitor new or enhanced reporting requirements to support evolving governance, business and performance management needs • Maintain governance documentation, action and decision registers, records and information repositories, ensuring accuracy and compliance with organisational standards

	• Prepare high-quality executive briefings, board and governance papers, presentations and management reports to support informed decision-making on an as-needs basis • Monitor programme and business performance indicators, identify trends and risks, and support the development and implementation of performance improvement initiatives • Provide expert governance support and advice across the Auckland Metro Network, ensuring governance practices, processes and reporting standards are consistently applied • Support governance committees and leadership teams by coordinating meeting activities, tracking actions, and ensuring timely follow-up and resolution of governance decisions

Decision Making

The position is accountable for decisions regarding govnernace 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

- Leading governance activities across multiple stakeholders and competing priorities.
- Driving outcomes without direct authority.
- Managing multiple governance forums and reporting obligations.
- Translating strategic priorities into measurable outcomes.

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