Programme Delivery Administrator

Position Description – Auckland Metro

Team:	Programme and Business Services	**Location:**	Auckland
Reports to:	Programme and Commercial Support Lead		
Role Type:	Programme Support and Administration		

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. Every connection we make with each other, our union partners, our customers and our stakeholders must be of the highest standard.

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

About the Role

Purpose of the role

The Programme Delivery Administrator provides experienced operational and administrative support to the Auckland Metro Network programme. The role enables effective delivery through disciplined administration, governance and assurance coordination, document and information management, financial and commercial support, schedule assistance, systems administration and stakeholder coordination.

Working under the direction of the Programme and Commercial Support Lead, the role maintains accurate records, coordinates timely inputs and helps ensure programme information is complete, controlled, accessible and ready for governance, assurance and audit purposes.

Role outcomes

- Programme governance, assurance, risk reporting and administration are coordinated to agreed standards and deadlines.
- Programme and project records are accurate, current, controlled and easy for authorised users to retrieve.
- Financial, procurement, contract and schedule support is timely, traceable and supported by appropriate evidence.
- Meetings, workshops, onboarding, travel, systems access and other programme office activities are efficiently coordinated.
- Stakeholders receive clear, professional and responsive support, with sensitive information handled appropriately.
- Risk owners and workstream leads receive clear deadlines and follow-up, enabling timely, governance-ready programme information.

Key Accountabilities

Within the area of responsibility, this role will:

- **Programme Administration:** Coordinate day-to-day programme administration, priorities, registers, meetings and recurring programme activities.
- **Governance & Assurance:** Support governance and assurance cycles, including preparation of papers, packs, minutes, actions, decisions and timely stakeholder inputs.
- **Risk, Issues & Actions:** Maintain risk, issue, action and decision registers; follow up workstream leads and risk owners for updates; track overdue actions and escalate material gaps or emerging risks to the Programme and Commercial Support Lead.
- **Programme Reporting:** Collate and maintain accurate programme information, dashboards and reports, identifying incomplete or inconsistent information for follow-up.
- **Commercial & Financial Support:** Support invoices, claims, variations, procurement, forecasts, cost reporting and contract administration, maintaining complete and traceable records.
- **Document & Information Management:** Maintain accurate, controlled and accessible programme records and determine appropriate filing, access, version control and distribution requirements.
- **Stakeholder Coordination:** Coordinate inputs from programme teams, workstream leads, risk owners, contractors and stakeholders to support agreed deadlines and programme requirements.
- **Programme Controls:** Maintain reliable administrative records and controls, identify exceptions and escalate matters requiring management attention.
- **Judgement & Confidentiality:** Apply appropriate judgement and discretion when handling confidential, commercially sensitive or technically complex information.
- **Continuous Improvement:** Identify and recommend practical improvements to programme administration, document control, reporting and supporting processes.

Key challenges

- Prioritising competing administrative, risk, reporting, governance and assurance requirements across multiple programme and project stakeholders.
- Obtaining timely and complete inputs from workstream leads, risk owners and stakeholders, and escalating overdue actions or material gaps appropriately.
- Maintaining clear boundaries between administrative coordination and accountable ownership while ensuring actions continue to progress.
- Determining the appropriate filing, access, version-control and distribution treatment for programme information within approved requirements.
- Exercising judgement when handling confidential, commercially sensitive or technically complex documents.
- Maintaining accuracy and attention to detail while working across a broad range of systems, deadlines and stakeholders.

Key Relationships Here are the key relationships relevant to this role		**Manage / Lead**	**Deliver to**	**Collaborate with**	**Advise / Inform**
Internal	Programme and Project Managers		✓	✓	✓
	Project Engineers; Project Controls; Commercial and Finance teams			✓	✓
	PMO; Group Procurement; Accounts Payable and Receivable; Financial Accounting			✓	✓
	Information Technology; Legal; People and Culture; wider KiwiRail business units			✓	✓
External	Auckland Transport; City Rail Link; NZ Transport Agency Waka Kotahi		✓	✓	✓
	Suppliers; contractors; consultants; government agencies			✓	✓

What you will do to contribute

Health Safety and Wellbeing	• Follow safety procedures and support compliance with KiwiRail requirements. • Identify and report hazards, incidents and emerging risks promptly. • Promote proactive personal wellbeing and the wellbeing of others. • Ensure programme-level safety information and reporting are accurate and timely. • Comply with applicable rail safety system standards, procedures and statutory requirements within the role's area of responsibility. • Take responsibility for personal safety and contribute to the safety of employees, contractors, visitors and members of the public. • Identify, report and take appropriate initial action in relation to safety or environmental hazards. • Maintain a proactive approach to personal wellbeing and the wellbeing of others and promptly report accidents and incidents in accordance with KiwiRail requirements. • Support programme-level safety reporting and demonstrate safety leadership through day-to-day decisions and behaviour.
Commercial Acumen	• Understand the importance of accurate costs, commitments, forecasts and supporting evidence. • Comply with procurement, financial, contract and delegated authority requirements. • Support tender, claim, variation and invoice processes with complete and traceable records. • Recognise and escalate inconsistencies, risks or gaps that could affect programme outcomes.
High Performing Teams	• Work collaboratively across programme, project and support teams. • Maintain disciplined processes and reliable follow-up, while supporting accountable owners to close agreed actions. • Share knowledge and provide user guidance or training where required. • Adapt priorities and working methods as programme needs change.
Customer Focus	• Provide professional, responsive and practical support to internal and external stakeholders. • Understand stakeholder requirements and communicate progress, issues and information clearly. • Coordinate timely inputs from workstream leads, risk owners and stakeholders, and resolve administrative or information issues promptly. • Support continuous improvement in programme services and stakeholder outcomes.
Programme Delivery, Governance and Reporting	• Coordinate regular programme reporting, including Programme Status Reports, governance papers, memorandums, analysis reports, dashboards and meeting packs. • Gather, analyse and present programme information to support decisions, business cases, plans and delivery initiatives. • Maintain programme risk, issue, action and decision registers, management plans and other core programme documentation. • Coordinate governance and assurance calendars, reporting inputs, approvals, circulation and follow-up actions, ensuring deadlines are visible and met.

	• Support disciplined programme controls across related projects, follow up workstream leads and risk owners for timely updates, and escalate missing, overdue or inconsistent information. • Support the project risk review cycle by collating updates, checking register completeness, identifying overdue actions and preparing key risk movements and exceptions for governance review. • Prepare accurate and current information for governance forums, clearly identifying matters requiring review, escalation or decision by the Programme and Commercial Support Lead. • Provide practical support for ad hoc projects, change initiatives and non-routine programme activities.
Programme Office and General Administration	• Coordinate meetings and workshops, including invitations, venues or online links, presentations, packs, agendas, notes, minutes and action follow-up. • Provide diary, travel and event coordination for the programme as required. • Coordinate people-related administration, including HR requests, onboarding, systems access and PPE requirements. • Monitor and update approved KiwiRail systems and records to maintain current and reliable data. • Perform reconciliations, update documents and maintain recurring administrative processes and calendars. • Support content management, presentation development, Visio diagrams, Gantt charts and other programme office outputs. • Champion good administration, financial, commercial and document-control practices across the programme.
Governance, Reporting and Assurance	• Support governance and assurance calendars and prepare draft agendas, papers, minutes, actions and decision records for review. • Compile project status reports, risk updates, governance packs, memoranda, briefings and ad hoc reports using agreed templates and verified source information. • Check reporting inputs for completeness, accuracy and alignment with project objectives, measures and key performance indicators. • Maintain action, risk, issue and decision registers; coordinate timely updates from owners; and track actions through to closure. Support the risk review cycle by collating updates, identifying overdue actions and preparing key risk movements and exceptions for governance review. • Provide secretariat support and ensure information is accurate, current and governance-ready in accordance with agreed standards. • Assist with compliance reviews, audit requests and the implementation of agreed improvements to programme controls.
Financial, Commercial, Procurement and Schedule Support	• Ensure internal and external resource costs, disbursements, commitments and invoices are recorded and available for budgeting and forecasting. • Contribute to monthly financial and cost reporting, including analysis, commentary, actual and forecast performance, variances and trends. • Prepare base information for invoices, claims and project expenditure request forms (PERFs), and liaise with Project Finance. • Assist with tender and contract documentation, work-claim substantiation, variation records, procurement coordination and contract administration. • Maintain compliance records and supporting evidence for commercial, financial and procurement processes.

	• Assist with programme and project schedules, including updates, milestone information and coordination of inputs from delivery teams. • Update dashboards and reports used to track key metrics and programme performance.
Document Control and Information Management	• Maintain consistent filing structures and ensure contract, construction and programme records are complete, accurate and appropriately stored. • Prepare, review, file, distribute and retrieve documents, applying naming conventions, metadata, version control and quality checks. • Administer SharePoint, Microsoft Teams and other approved repositories, including access management and digital coordination. • Provide advice, user support and training on information management systems and collaborative working practices. • Manage document workflows and support review of contracts and technical or business documents within the role's capability. • Maintain confidentiality and handle commercially sensitive, personal and restricted information appropriately. • Promote durable records and audit trails that meet KiwiRail requirements and relevant New Zealand information-management obligations.
Relationships and Improvement	• Work closely with the Programme and Commercial Support Lead, seeking direction where priorities, requirements or issues are unclear. • Build effective working relationships with programme teams, business partners, suppliers, contractors and external stakeholders. • Connect across Auckland Metro, centres of excellence and wider KiwiRail teams to coordinate inputs and resolve administrative or information issues. • Provide professional, timely and customer-focused support while balancing competing priorities and maintaining clear communication. • Support collaboration and knowledge sharing across programme and project teams. • Build constructive working relationships with project leaders, project teams, partners, contractors and service providers. • Coordinate inputs from workstream leads, risk owners and stakeholders, clearly communicating deadlines, requirements and follow-up actions. • Contribute to a collaborative, inclusive and service-focused team environment. • Identify practical improvement opportunities and support implementation of agreed changes. • Share knowledge, maintain clear handover information and provide coverage for coordination activities when required. • Support the Programme and Commercial Support Lead by maintaining clear handovers, escalating constraints early and ensuring assigned information is ready for governance review.

Decision Making

The position is accountable for coordinating programme administration, registers and information within approved requirements, prioritising competing demands, maintaining reliable records and controls, and escalating material gaps, emerging risks or overdue actions to the Programme and Commercial Support Lead.

- Determine the appropriate administrative, filing, access and distribution treatment for programme information.
- Follow up workstream leads, risk owners and stakeholders for incomplete, inconsistent or overdue inputs and escalate where required.
- Apply judgement and discretion when handling confidential, commercially sensitive or technically complex information.
- Recommend practical improvements to programme administration, document control and reporting processes.

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

- At least five years' experience in a comparable administration, programme support, project support, document control or information-management role within a large or complex organisation.
- Strong attention to detail, organisational capability and confidence coordinating multiple priorities and deadlines.
- Experience in preparing reports, governance and assurance packs, risk and action registers, minutes, correspondence and other programme documentation.
- Practical experience with financial administration, procurement, contracts, forecasts, cost monitoring or claim substantiation.
- High level of competence in Microsoft 365, including Word, Excel, PowerPoint, Teams and SharePoint; familiarity with Microsoft Project or scheduling information.
- Knowledge of document control, records management, version control and electronic document-management systems.
- Ability to work collaboratively, build relationships and communicate effectively with leaders, delivery teams and external stakeholders.
- Proven discretion when handling confidential or commercially sensitive information.

Ways of working / Work-related qualities

- Professional, responsive and customer focused.
- Highly organised, accurate and reliable.
- Collaborative and confident working across multiple teams.
- Comfortable driving timely inputs, following up accountable owners and escalating issues constructively.
- Practical, adaptable and committed to continuous improvement.

Other Requirements

- Willingness and ability to travel occasionally to Auckland Metro project and operational sites.
- Ability to comply with KiwiRail safety, security, confidentiality and employment requirements.
- Experience in construction, rail, transport, infrastructure, government or another regulated delivery environment is desirable.
- Experience administering SharePoint sites, Teams workspaces, Aconex or comparable information-management platforms is desirable.

Qualifications

- A relevant tertiary qualification in business administration, management, project support, information management or equivalent experience.

and it is desirable to have:

- Training or certification in project management, records and information management, quality management systems, Microsoft Office, SharePoint or document control.