Programme Delivery Coordinator

Position Description

Team:	Programme and Commercial	**Location:**	Millennium, Auckland
Reports to:	Programme and Commercial Support Lead		
Role Type:	Fixed Term		

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's capital programme brings together complex infrastructure projects, operational readiness activities and partner commitments. The programme requires disciplined coordination, reliable information and consistent controls to support safe and timely delivery.

The Programme Delivery Coordinator provides day-to-day coordination support across project governance, reporting, risk, commercial administration and financial activities. Working under the direction of the Programme and Commercial Support Lead, the role maintains accurate records, coordinates timely inputs from workstream leads and supports governance-ready, compliant and reliable programme outcomes.

Key Accountabilities

Within the area of responsibility, this role will:

- Apply the programme coordination framework and maintain consistent administrative, governance and document management practices for assigned projects.
- Support governance and assurance cycles, reporting inputs, risk and action tracking, and decision records for assigned projects.
- Provide administrative support for commercial and financial activities, including contract records, claims, variations, forecasts and cost reporting.
- Compile project, risk and commercial information, complete routine analysis and prepare concise draft commentary to support governance and management decisions.
- Work with the Programme and Commercial Support Lead to identify process gaps, implement agreed improvements and maintain effective programme controls.

Key challenges

- Managing concurrent governance, risk, reporting, financial and commercial coordination tasks while maintaining accuracy and meeting deadlines.
- Driving timely and complete inputs from workstream leads, risk owners and stakeholders with competing priorities.
- Maintaining clear boundaries between coordination and accountable ownership while escalating overdue actions, emerging risks and data quality concerns.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Programme and Commercial Director		✓	✓	
	Programme and Business Services Manager		✓		
	Programme and Commercial Support Lead		✓	✓	✓
	Programme and Project Managers		✓	✓	✓
	Project Controls, Finance and Commercial teams			✓	✓
	CPAD Knowledge Centre and internal service teams			✓	✓
External	Auckland Transport and Waka Kotahi		✓	✓	✓
	Auckland One Rail and delivery partners			✓	✓
	Contractors and consultants			✓	✓
	Other programme service providers			✓	✓

What you will do to contribute

Health, Safety and Wellbeing	• Follow applicable rail safety standards, procedures and statutory requirements. • Identify and report safety and environmental hazards and support prompt corrective action. • Maintain project support records in line with health, safety and wellbeing expectations. • Use safe work practices and support timely incident and wellbeing reporting.
Programme Delivery and Coordination	• Maintain schedules and records for assigned project deadlines, deliverables, dependencies, risks, issues and support requirements. • Support recurring business activities, onboarding, offboarding, programme calendars, meetings and key project information. • Apply agreed administration and information management practices across SharePoint, Tucana or equivalent repositories. • Support programme and project initiatives through data gathering, planning, document preparation and follow-through. • Use established controls, templates and standard processes, and raise gaps or inconsistencies with the Programme and Commercial Support Lead. • Provide coordination support across the programme as priorities and resourcing requirements change.
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 and Commercial Support	• Support compilation of budget, forecast and actual cost information for assigned projects and prepare draft variance commentary for review. • Support monthly financial reporting, invoice and claim processing, expenditure requests and cost allocation activities. • Maintain tender, contract and commercial administration records in collaboration with procurement and commercial specialists. • Collate work claim and variation information and check that supporting evidence, approvals and records are complete.

	• Track commercial and financial deadlines and promptly raise emerging risks, exceptions or data quality concerns. • Update dashboards, registers and routine analysis to support project and programme performance reporting.
Relationships and Improvement	• Work closely with the Programme and Commercial Support Lead, seeking direction where priorities, requirements or issues are unclear. • 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 day-to-day decisions relating to assigned programme coordination, administration, reporting and information management activities. The role operates within established KiwiRail policies, processes, templates, delegated authorities and governance arrangements, seeking direction or escalating matters where requirements, priorities or authority are unclear.

Key decision-making requirements include:

- Prioritising and coordinating assigned activities, deadlines and stakeholder inputs across concurrent programme requirements.
- Applying established governance, reporting, document-management and programme-control processes and identifying gaps or inconsistencies.
- Checking the completeness, accuracy and reliability of programme, risk, financial and commercial information before submitting it for review.
- Identifying overdue actions, emerging risks, exceptions and data-quality concerns and determining when escalation is required.
- Preparing routine analysis, draft commentary and supporting information to inform programme and governance decisions, while referring approvals and matters outside the role’s authority to the appropriate manager.

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 is primarily an office-based coordination role 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.

The role may include other duties appropriate to its level, as directed by the manager. This position description reflects current requirements and may be reviewed when programme needs or responsibilities change.

About you

Knowledge and experience

- At least three years of experience in programme coordination, project administration or a comparable delivery support role.
- Experience supporting governance, assurance, risk coordination, project reporting and programme controls in a complex environment.
- Working knowledge of budgeting, forecasting, cost monitoring, claims, variations or contract administration, with the ability to learn programme-specific requirements.
- Good analytical capability, with the ability to compile risk, programme and commercial information, identify inconsistencies and prepare clear summaries and draft commentary.
- Strong capability in Microsoft Excel and confidence using Microsoft 365, SharePoint and enterprise information systems. SAP experience is advantageous.
- Experience applying standard processes, maintaining controls and contributing to practical process improvements.

Ways of working / Work-related qualities

- You communicate clearly and professionally with a range of stakeholders.
- You proactively organise competing priorities, drive timely inputs, meet deadlines and maintain close attention to detail.
- You use sound judgement, handle sensitive information appropriately and escalate issues through the agreed channels.
- You work collaboratively, build trust and adapt your approach to different stakeholder needs.
- You demonstrate developing commercial awareness and consider how your work affects wider programme outcomes.
- You are practical, improvement-focused and committed to an inclusive and customer-oriented workplace.

Other Requirements

- You can meet KiwiRail pre-employment and ongoing safety-critical screening requirements, where applicable.
- You hold a current and valid New Zealand Driver Licence.

Qualifications

A relevant qualification in business, administration, project management, finance or a related field, or equivalent relevant experience.

- Project management, contract administration or governance training is desirable.
- Relevant professional or industry certification is advantageous.

CREATING STRONGER CONNECTIONS