Programme and Business Services Manager

Position Description

Team:	Programme and Commercial	**Location:**	Auckland
Reports to:	Programme and Commercial Director		
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

The Programme and Business Services Manager provides leadership and management of programme coordination, administration and business support services across Auckland Metro operations and the Auckland Metro Capital Works Programme. The role leads the Programme Coordination, Programme Administration and Business Services teams, ensuring resources are effectively deployed and that programme and project teams receive consistent, high-quality and timely support.

The role is accountable for developing the capability, systems, processes and ways of working required to support effective programme delivery, including programme coordination, governance, reporting, financial and commercial administration, assurance, document management and general business support. As an integral member of the programme management team, the role partners with the Programme Director, project managers and discipline leads to prioritise resources, resolve delivery issues and continuously improve the quality and efficiency of programme support.

The role is also accountable for the overall performance, integration and continuous improvement of these services, while individual project and discipline leads remain accountable for project delivery decisions.

Key Accountabilities

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

- Lead the Business Services, Programme Coordination and Programme Administration teams, setting clear expectations, developing capability and maintaining accountability for performance, service standards and delivery outcomes.
- Lead the centralisation and continuous improvement of business and administrative support across Auckland Metro operations and projects.
- Ensure effective administrative support coverage for Auckland Metro operations and the remaining Auckland Metro Programme projects, including governance, financial and delivery coordination.
- Work with Auckland Metro discipline and project leads to prioritise support, manage interfaces and improve processes, systems and service outcomes.
- Lead initiatives to align administration and business services policies, ensuring they are simplified, standardised, documented, communicated, and adhered to while ensuring value for money and environmental impact.
- Work with Auckland Metro discipline and project leads and Finance Partners to set performance objectives, plan resources and succession, and manage financial performance and improvement priorities.
- Oversee compliance with Rail Medical Standards, ensuring periodic medicals are managed within approved timeframes, and work closely with the Zero Harm and Rehabilitation teams to coordinate injury management processes.
- Overseeing the preparation and coordination of key programme reporting and governance documentation, including monthly Programme Status Reports, Board reports, governance papers and memoranda.
- Overseeing project finance and accounting activities, including the preparation of Project Expenditure Request Forms (PERFs) and liaison with the Project Finance team.
- Managing the preparation of Contract Execution Request Forms (CERFs) and liaison with the KiwiRail Procurement team.
- Coordinate the annual budget and business planning cycle process.
- Management of Project and assurance documentation.
- Oversee Project governance activities and reporting processes, ensuring consistent, transparent and high-quality reporting that meets business and governance requirements.

- Lead thorough and high standard project reporting, above and beyond CPAD Manual requirements
- Oversee and continuously improve project reporting, ensuring it is accurate, comprehensive and of a consistently high standard, meeting CPAD Manual requirements and broader programme and governance needs.
- Act as an integral member of the programme management team, partnering with the Programme Director and programme teams to coordinate, optimise and support successful programme and project delivery.

Key challenges

- Balancing operational business services priorities with oversight of administrative support across multiple capital projects.
- Ensuring consistent adherence to safety and compliance standards across all business areas.
- Maintaining clear accountability and consistent service standards across operational and project environments.

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		✓	✓	✓
	Project Managers		✓		
	Discipline Leads		✓	✓	✓
	Business Support Team	✓		✓	✓
	Programme and Commercial Support Lead	✓		✓	✓
	Programme Delivery Co-Ordinator	✓		✓	✓
	Programme Delivery Administration	✓		✓	✓
	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			✓	✓

What you will do to contribute

Safety, Health and Wellbeing

- Implement safety procedures and ensure team compliance.
- Analyse workplace risks and develop mitigation strategies.
- Promote a culture of safety and wellbeing within the team.
- Respond effectively to safety incidents and near-misses.
- Ensure compliance with Rail Medical Standards.
- Work with Zero Harm and Rehabilitation teams.
- Support yourself and team members' physical and mental health.
- Oversee the compliance with Rail Medical Standards, ensuring periodic medicals are managed within approved timeframes, and work closely with the Safety, Health and Wellbeing teams to coordinate injury management processes.
- Collate data for HSE and ACC audits, supporting local managers in compliance efforts.

	• Uphold a safe work environment by identifying and reporting hazards and ensuring all staff are equipped with appropriate PPE.
Leadership accountability and Staff Leadership	• Lead the Business Services team and the Lead Programme Delivery Coordinator, ensuring clear accountability, effective delegation and coordinated support across operations and programme projects. • Facilitate monthly team meetings with direct reports to align on objectives and updates. • Represent Business Services as an SME in Auckland Metro meetings. • Collaborate with the Auckland Metro Discipline Leads and Project Managers to establish performance objectives and succession planning. • Oversee workload and resource allocation across the Business Services function and programme delivery coordination, maintaining coverage of priority activities. • Create an environment that encourages communication, initiative, ownership and personal accountability. • Lead HR process, including disciplinary processes, in a timely manner. • Lead and coordinate programme support functions, ensuring effective and integrated delivery across risk management, quality assurance, people and recruitment, property, governance, Zero Harm, sustainability and environment, communications, business writing and administration. • Manage staff performance in a way that provides staff with clear understanding and performance criteria around personal behaviour, the conduct of their role, and compliance with the Code of Conduct Policy as implemented by Kiwirail. • Identify staff training and coaching needs that will enhance their skill levels and the soft skills to excel in their areas of responsibility. • Lead collaboration and connection across programme teams, Centres of Excellence and wider KiwiRail business units, promoting an integrated and consistent approach to programme support. • Clarify and document decision rights between this role, the Programme and Commercial Support Lead, and the Lead Programme Delivery Coordinator to avoid overlap and maintain clear accountability.
Customer Focus	• Collaborate with other Managers and the wider KiwiRail Group to identify and prioritise opportunities for process and system improvements, ensuring the consistent delivery of business support services. • Champion a culture of excellent customer service. • Actively promote collaboration and relationship building with stakeholders to improve customer satisfaction and drive service excellence. • Continuously seek feedback from stakeholders to identify areas for improvement in service delivery. • Ensure agreed service targets are consistently achieved. • Use feedback to improve service delivery and customer satisfaction. • Partner proactively with Programme and Commercial Director, project managers and wider support functions to optimise the level of support provided and enable programme and project targets to be achieved.
High Performing Teams Skills	• Lead and inspire the Business Services team, creating an environment that encourages collaboration, innovation, and continuous improvement. • Promote a culture of accountability and performance excellence within the team. • Encourage diversity of thought and ensure an inclusive workplace culture that values different perspectives. • Set clear goals and expectations, providing regular feedback.

	• Celebrate team successes and learn from challenges. • Share knowledge and support colleagues in their professional growth
Commercial Acumen	• Drive the Business Services function to deliver cost-effective solutions. • Support the development and implementation of processes that improve financial efficiency and enhance commercial outcomes • Oversee the monthly commercial and financial review meetings of the Auckland Capital works Programme.
Administration and Customer Support	• Oversee administrative support for the remaining Auckland Metro Programme projects, with delivery led through the Lead Programme Delivery Coordinator and coordinator roles. • Ensure appropriate cross-coverage across operational and programme support activities during absences or changing priorities. • Monitor and report on critical metrics such as GRIR, blocked invoices, and calibration requirements, escalating issues when necessary. • Support capability development and standardised administrative practices across Auckland Metro operations and projects. • Oversee the Value Recognition process, including nominations, certificates and gifts. • Coordinate programme office requirements, including meetings, workshops, travel, onboarding, PPE and general administrative services. • Ensure programme documentation is effectively managed in SharePoint or another approved repository, with appropriate records management controls.
Programme Governance	• Oversee and contribute to the preparation of monthly governance reports (including Project Control Group pack, Programme Governance Board pack, Joint System Governance Group Auckland and Wellington packs, Board reports and Governance papers), circulars, letters and memorandums • As the subject matter expert in the CPAD governance, you will oversee all governance activity from the Monthly Programme Reviews through to KiwiRail's Joint Systems Governance Groups (Auckland and Wellington). • Oversee and contribute to the preparation of monthly governance reports (including Project Control Group pack, Programme Governance Board pack, Joint System Governance Group packs, Board reports and Governance papers), circulars, letters and memorandums. • Take responsibility for coordinated programme, project, Zero Harm and sustainability reporting across the Auckland Metro Capital Works Programme. • Create and maintain an annual governance and reporting calendar, with standard templates, quality checks, approval pathways and submission deadlines.
Systems and Compliance	• Manage and update key KiwiRail systems (e.g., ORA, KLE, JADE, Predict) to ensure data accuracy. • Verify the validity of staff competencies and licences, updating records as required. • Assist managers with incident reporting in ORA and liaise on facilities management issues. • Maintain the calibration register for safety-critical equipment and prepare updates for managers. • Ensure adherence to Rail Medical Standards. • Collaborate continuously with Rehabilitation team/Zero Harm in coordinating and implementing Injury Management process for all business units. • Partner with relevant leaders to manage and monitor accidents/incidents and workplace injuries. • Provide coverage and shared support for all ACC Accreditation requirements. • Ensure adherence to Rail Operating Standards. • Provide assurance that programme and business services activities comply with regulatory, policy and licence-to-operate requirements, and ensure identified non-compliance has clear mitigation actions and accountable owners.

	• Ensure programme office and business systems are compatible with, and appropriately connected to, relevant KiwiRail and stakeholder systems.
Programme Coordination and Administration Leadership	• Lead and manage the Programme Coordination and Administration teams, establishing clear accountabilities, priorities, performance expectations and service standards. • Provide day-to-day leadership, coaching and guidance to programme coordinators and administrators, building capability and supporting professional development. • Plan, prioritise and allocate programme coordination and administration resources across projects based on programme priorities, workload and delivery requirements. • Maintain oversight of team workloads, capacity and forward resource requirements, proactively addressing constraints, competing priorities and gaps in support. • Establish clear and consistent ways of working across the coordination and administration functions, including common processes, templates, controls and service expectations. • Ensure effective administrative and coordination coverage across the programme, including appropriate resilience, cross-coverage and continuity during periods of leave or changing programme priorities. • Drive capability uplift across the coordination and administration functions, developing multi-skilled resources and reducing dependency on individual team members.
Finance and Payroll	• Monitor and manage budgets for the Business Services function. • Plan and monitor resource allocation to achieve team objectives. • Provide financial reporting support, including payroll and accounts payable/receivable processes. • Process and validate KiwiRail invoicing ensuring compliance with deadlines. • Resolve payroll queries and manage expense claims. • Coordinate procurement processes, including creating purchase orders, goods receipting, and vendor invoice problem-solving. • Support month-end financial processes, including GRIR, invoicing and commitments reporting. • Coordinate budgets and forecasting and ensure accurate monthly reporting, including analysis and commentary on actual and forecast performance. • Monitor and report significant financial variances and trends, and improve the quality of forecasting and supporting analysis. • Create and maintain dashboards that track key financial and programme performance metrics. • Notify relevant project managers of expenditure status and emerging budget or commitment issues. • Define the role as accountable for coordination, quality assurance and escalation of financial administration, while Finance retains ownership of accounting policy, financial controls and formal financial approval.

Decision Making

The position is accountable for Auckland Metro business services decisions, people leadership, and oversight of administrative support for the remaining Auckland Metro Programme projects. It provides advice to team members, project and operational leaders on service priorities, resourcing, controls and ways of working.

Key decision-making requirements of the position include:

- People management decisions
- Process and system improvements
- New and different ways of working across teams.
- Risk management decisions

Human Resources Delegations	People Leader
Direct reports	9
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

- 5+ years experience in people leadership, including leading senior or specialist support roles.
- Extensive experience in leading Business Services functions or similar operational support roles.
- Proven track record of developing and implementing standardised processes and systems that enhance efficiency and service delivery within budget constraints.
- Proven ability to collaborate with managers, build strong customer relationships, influence outcomes, and challenge the status quo.
- Experience supporting programme and project financial management, including forecasting, monitoring project expenditure and preparing robust substantiation for work claims.
- Knowledge / experience with procurement and contracts.
- Knowledgeable in financial support processes and can manage budgets and resources effectively.
- Strong understanding of customer service principles and can drive a customer-centric culture in your team.
- You have an open mindset and are willing to challenge current ways of working and empower your team to be flexible, adaptable and embrace other ideas/concepts to improve & lead change in a positive rewarding way.
- You have led or overseen programme and project administration, including governance, reporting, financial coordination and delivery support.
- Advanced working knowledge with Microsoft Office Products specifically Word and Excel.
- Demonstrated commercial acumen and analytical capability, with the ability to interpret complex financial, programme and business information, identify issues and trends, and translate insights into clear, practical recommendations that support sound decision-making.
- You know how KiwiRail interacts with other Government agencies and within the transport/infrastructure sectors.

Ways of working / Work-related qualities

- You are a strong team leader who can inspire, motivate, and develop high-performing teams.
- You have excellent communication skills.
- You are solution-focused and thrive in a fast-paced, dynamic environment.
- You make good decisions and are politically aware.
- You are commercially savvy.
- You focus on customers' needs.
- You are proactive in driving continuous improvement.
- You value diversity and help create an inclusive workplace.

Other Requirements

- You must pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence
- You can travel regionally to support staff

Qualifications

You need either:

- NCEA Level 2 or equivalent
- You have a relevant degree in administration or business studies

