Programme and Commercial Support Lead

Position Description

Team:	Programme and Commercial	**Location:**	Millennium
Reports to:	Programme and Business Services Manager		
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 and Commercial Support Lead provides senior operational support across project governance, reporting, commercial administration and financial coordination. The role supports consistent ways of working, maintains project controls, supports informed decisions and guides the Programme Coordinator and Delivery Administrator to deliver accurate, compliant and timely outcomes.

Key Accountabilities

Within the area of responsibility, this role will:

- Lead the project coordination framework and promote consistent administrative, governance and document management practices for each project.
- Support governance cycles, reporting requirements, action tracking and decision records across the projects.
- Provide commercial and financial coordination, including contract documentation, claims, variations, forecasts and cost reporting.
- Consolidate project information and provide analysis, commentary and insights to support management decisions.
- Coach the Programme Coordinators while identifying control gaps and embedding practical, sustainable improvements.
- Lead coordination with KiwiRail Communications to plan and deliver accurate, timely and aligned project communications and stakeholder engagement activities.
- Integrating communications, safety, sustainability and environmental requirements across multiple governance and delivery interfaces while maintaining clear accountability and traceable records.
- Lead project discussions and governance interfaces with Mana Whenua, coordinating inputs, commitments, actions and reporting through the appropriate project governance pathways.
- Lead the coordination and monitoring of project compliance with KiwiRail Health, Safety and Wellbeing requirements, including programme-level safety reporting, assurance evidence and escalation of gaps.
- Lead and coordinate sustainability and environmental requirements, ensuring obligations, deliverables, approvals, commitments and performance information are integrated into programme planning, reporting and decision-making.
- Support strategic analysis, business cases and change initiatives by gathering evidence, assessing programme impacts and presenting clear recommendations to decision-makers.
- Champion standardisation, quality management, audit readiness and continuous improvement across programme administration, finance, commercial and reporting processes.

Key challenges

- Balancing concurrent governance, reporting, financial and commercial deadlines while maintaining accuracy and compliance.
- Obtaining timely, complete information and embedding consistent processes across teams with different priorities and levels of maturity.
- Maintaining effective oversight of risks, actions, dependencies and emerging issues.
- Coordinating complex interfaces across programme workstreams and delivery partners.
- Providing accurate, timely and decision-ready information for governance and senior management.

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 Project Managers		✓	✓	✓
	Programme Coordinator	✓		✓	✓
	Programme Delivery Administrator	✓		✓	✓
	Project Controls, Finance and Commercial teams			✓	✓
	CPAD Knowledge Centre and internal service teams			✓	✓
	KiwiRail Communications team			✓	✓
	KiwiRail Safety, Sustainability and Environmental specialists			✓	✓
External	Auckland Transport and Waka Kotahi		✓	✓	✓
	Auckland One Rail and delivery partners			✓	✓
	Contractors and consultants			✓	✓
	Mana whenua representatives and governance partners		✓	✓	✓
	Other programme service providers			✓	✓

What you will do to contribute

Health, Safety and Wellbeing	• Lead the coordination and monitoring of project compliance with applicable KiwiRail rail safety system standards, procedures, statutory requirements and project safety obligations. • Maintain programme-level health, safety and wellbeing reporting, assurance evidence, actions and records, and escalate gaps or emerging risks to the appropriate accountable manager. • Coordinate safety inputs across project plans, governance reporting, procurement activities, contractor interfaces and delivery readiness. • Identify, report and support the prompt control of safety and environmental hazards. • Ensure project support activities and records meet health, safety and wellbeing expectations. • Encourage proactive wellbeing, safe work practices and timely incident reporting.
Programme Delivery and Coordination	• Maintain an integrated view of project deadlines, deliverables, dependencies, issues and support requirements. • Coordinate recurring business activities, onboarding, offboarding, programme calendars and key project information. • Apply consistent administration and information management practices across SharePoint, Tucana or equivalent repositories. • Support strategic and operational initiatives business cases and change activities through data gathering, analysis, planning and follow-through. • Establish practical controls and standard processes that improve efficiency, compliance, quality and audit readiness. • Provide senior coordination support and cover across the programme when priorities or resourcing change.
Governance, Reporting and Assurance	• Lead the coordination of project governance forums, including calendars and support production of agendas, papers, minutes, actions and decision records. • Prepare and consolidate project status reports, governance packs, memoranda, briefings and ad hoc reports. • Monitor reporting quality, completeness and alignment with project objectives, measures and key performance indicators. • Maintain action, risk, issue and decision records and follow up owners to support timely closure. • Manage the project risk register, coordinating timely inputs from workstream leads and risk owners to support governance reporting, escalation and decision-making • Provide guidance and quality assurance for secretariat and governance activities across projects. • Support compliance reviews, audit requests and continuous improvement of programme controls. • Provide evidence-based analysis, commentary and recommendations to support timely management and governance decisions.

Financial and Commercial Coordination	• Coordinate budget, forecast and actual cost information across projects and provide clear variance commentary. • Support monthly financial reporting, invoice and claim preparation, expenditure requests and cost allocation activities. • Prepare and maintain tender, contract and commercial administration records in collaboration with procurement and commercial specialists. • Coordinate work claims and variation information, ensuring supporting evidence, approvals and records are complete. • Monitor commercial and financial deadlines and escalate emerging risks, trends or data quality concerns. • Produce dashboards and analysis that help managers understand performance and make informed decisions. • Champion finance, contract administration and commercial record-management best practice across the programme.
Leadership, Relationships and Improvement	• Coach and support coordinator and business support administrators, sharing knowledge and maintaining effective coverage of critical activities. • Build constructive relationships with project leaders, project teams, partners, contractors and service providers. • Facilitate timely stakeholder input and communicate expectations, risks and priorities clearly. • Champion a collaborative approach, inclusive working practices and a strong service mindset. • Identify lessons and improvement opportunities, then coordinate agreed changes through to implementation. • Provide constructive feedback and encourage consistent, high-quality performance across the support function.
Stakeholder, Communications and Mana Whenua Engagement	• Lead day-to-day coordination with KiwiRail Communications to support project communications planning, approvals, messaging, briefings and stakeholder engagement activities. • Ensure project communications are accurate, timely, consistent with governance decisions and aligned with KiwiRail requirements and agreed communication channels. • Lead and facilitate project discussions and governance interfaces with Mana Whenua, coordinating advice, input, commitments, actions and escalation pathways. • Maintain clear records of engagement, decisions, commitments and follow-up actions, and integrate them into project governance, reporting and delivery planning. • Coordinate stakeholder inputs across internal KiwiRail teams, delivery partners, statutory agencies, affected parties and other programme interfaces.
Sustainability and Environmental Leadership	• Lead coordination of the project sustainability and environmental workstreams and their integration into programme planning, procurement, design, construction readiness, reporting and handover. • Maintain visibility of sustainability and environmental requirements, consent conditions, commitments, deliverables, approvals, risks, actions and performance measures. • Coordinate inputs from KiwiRail specialists, consultants, contractors, Mana Whenua and other stakeholders to support compliant and timely outcomes.

	• Monitor delivery against agreed sustainability and environmental objectives and escalate non-compliance, gaps, emerging risks or overdue actions. • Prepare governance updates, evidence and records that demonstrate how sustainability and environmental requirements are being addressed.

Decision Making

The position is accountable for day-to-day decisions relating to programme coordination, governance, reporting, information quality and support-function priorities. The role operates within established KiwiRail policies, standards, delegated authorities and project governance arrangements, providing advice and recommendations to programme leaders and escalating decisions that require formal approval or specialist authority.

Key decision-making requirements of the position include:

- Programme coordination, work prioritisation and allocation of activities across the support function.
- Governance, reporting, information quality and programme control decisions, including improvements to processes and standards.
- Assessment of programme, commercial, financial, safety, sustainability and environmental information to identify risks, issues and appropriate escalation.
- Evidence-based analysis, advice and recommendations to support programme and governance decision-making.
- Stakeholder and programme interface decisions, including determining appropriate coordination, governance and escalation pathways.

Human Resources Delegations	
Direct reports	2
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 five years of experience in senior programme coordination, project administration or a comparable delivery support role.
- Demonstrated experience coordinating governance, executive reporting and programme controls in a complex environment.
- Practical knowledge of budgeting, forecasting, cost monitoring, claims, variations and contract administration.
- Strong analytical capability, with the ability to consolidate information and present clear findings and recommendations.
- Demonstrated experience coordinating stakeholder communications and engagement across complex infrastructure or public-sector programmes.
- Experience working with Mana Whenua or iwi interfaces and supporting culturally appropriate governance and engagement processes.
- Practical understanding of health and safety assurance, sustainability and environmental compliance within project delivery.
- Advanced capability in Microsoft Excel and confidence using Microsoft 365, SharePoint and enterprise information systems. SAP experience is advantageous.
- Experience developing standard processes, improving controls and coaching others in best practice.

Ways of working / Work-related qualities

- You communicate clearly and confidently with stakeholders at all levels.
- You organise competing priorities, meet deadlines and maintain close attention to detail.
- You use sound judgement, handle sensitive information appropriately and know when to escalate.
- You work collaboratively, build trust and adapt your approach to different stakeholder needs.
- You apply commercial awareness and consider the wider programme impact of decisions.
- 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.