KiwiRail | Position Description

Senior Business Support
Auckland Metro Network

Purpose:

The Senior Business Support role provides essential administrative and operational assistance to the Auckland Metro Network team. This role ensures the smooth execution of daily functions through the effective management of compliance, vendor processes, financial reporting, and cross-departmental coordination.

By streamlining procedures, maintaining accurate data, and enhancing communication, this role is instrumental in ensuring the efficiency and high performance of the infrastructure team.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk"

Dimensions:

Reports to:	Programme Business Services Manager
Location:	Auckland
Internal Contacts:	Auckland Metro Network Leaders
	Procurement
	Finance
	Property
	Payroll
	Other Administration Staff
	Human Resources
External Contacts:	Contractors / Suppliers
	Service Providers
	Members of the Public

Key Accountabilities

Customer Led
• Provide high-quality, responsive support to Infrastructure Managers, Team Leaders, and senior stakeholders. • Resolve complex or escalated issues through effective coordination across Finance, Procurement, HR, Property, and external providers. • Build trusted working relationships that enable timely problem resolution and smooth delivery of operational activities. • Anticipate support needs and proactively address issues before they impact operations. • Act as a senior liaison for regional teams, providing guidance and support across a broad range of operational and business support requirements.

High Performing Teams Skills

- Support effective team performance through knowledge sharing, coaching, and practical guidance.
- Assist with onboarding and upskilling of Business Support team members, including system use and process understanding.
- Act as a first point of escalation for complex queries, supporting consistency and confidence across the team.
- Contribute positively to a collaborative, professional, and supportive team environment.
- Coordinate workload coverage during periods of leave, peak activity, or resource constraints.
- Provide mentoring and practical guidance to Business Support team members to build capability and consistency across the function.

Commercial Acumen

- Independently analyse financial reports (e.g. GRIR, commitments, blocked invoices) to resolve issues and identify risks.
- Provide delegated financial approvals in accordance with authorised approval limits and organisational policies.
- Coordinate and oversee cost recovery and third-party invoicing activities, ensuring accuracy and timeliness.
- Provide guidance to Business Support staff on financial processes, controls, and compliance expectations.
- Identify trends, anomalies, or inefficiencies in financial processes and escalate with recommendations for improvement.
- Recognise how financial decisions impact budgets, forecasting, and KiwiRail's overall position.

Operational Excellence

- Coordinate complex operational activities across vendors, travel, depot logistics, and procurement.
- Ensure administrative and operational processes are applied consistently and in line with policy.
- Identify opportunities to streamline workflows and improve service delivery.
- Support the implementation of agreed process improvements.
- Monitor operational compliance activities, reporting on overdue actions, key compliance measures, and areas requiring management attention.
- Identify recurring compliance risks or control weaknesses and escalate recommendations for corrective action.
- Support internal and external audit activities and facilitate timely resolution of audit findings.

Adaptability

- Adjust priorities and approaches to meet changing operational demands.
- Confidently take on complex or unfamiliar tasks, seeking guidance when required.
- Provide leadership continuity by acting in the Business Support Manager role during periods of absence.

Process Improvement & Governance

- Contribute to the development, maintenance and continuous improvement of standard operating procedures, process documentation and user guides.

• Promote consistency of business support practices across the region through effective process governance and standardisation initiatives.
Safety, Health and Wellbeing
• Monitor and maintain compliance with health and safety regulations, including the coordination of medicals, health monitoring, and workplace inspections. • Actively participate in HSAT ensuring actions are followed through, and safety boards are kept up to date. • Manage operational safety compliance, including first aid kits, fire extinguishers, and PPE distribution. • Monitor the regional Calibration Register and escalate overdue or non-compliant items. • Coordinate return-to-work processes following ACC claims or extended illness, supporting managers with required documentation and compliance requirements.

Person Profile

Essential:	Desirable:
• You are currently working, or have previously worked, as a Business Support within KiwiRail's Metro and/or Infrastructure business (or a directly comparable KiwiRail operational business). • You bring demonstrated experience performing the full range of Business Support responsibilities within KiwiRail, with sufficient time in the role to show consistency, confidence, and sound judgement. • You have a strong working knowledge of KiwiRail systems and processes, including financial, procurement, compliance, and safety systems (e.g. SAP/Maximo, Esker, Flexipurchase, KLE, ORA). • You are confident working with Infrastructure and Metro Managers, senior staff, and central support functions, and can independently resolve or progress complex issues. • You have demonstrated the ability to support and guide other Business Support team members through knowledge sharing, coaching, and practical assistance. • You apply sound judgement and prioritisation in a fast-paced operational environment. • You are trusted for your accuracy, reliability, and attention to detail.	Experience and knowledge: • A working knowledge of SAP and/or Maximo. • Experience working in Metro/infrastructure type industry such as construction or roading.

• You are proactive in identifying issues, risks, or inefficiencies and raising them with constructive recommendations. • You work collaboratively and support others through guidance and shared expertise. • You communicate confidently and professionally with a wide range of stakeholders. • You demonstrate resilience, adaptability, and a solutions focused mindset. • You role model KiwiRail values and contribute to a positive team culture.	

Education:

Essential:	Desirable:
• You have a current and valid NZ Driver's License.	• A tertiary qualification in Administration or Business