Senior Commercial Manager - Metros

Position Description

Team:	Programme and Commercial, Auckland Metro Network	**Location:**	Auckland
Reports to:	Programme and Commercial Director - Auckland Metro Network		
Role Type:	Permanent		

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. 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.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The Senior Commercial Manager - Metros provides commercial leadership across the Metros business, with primary accountability for strengthening commercial discipline around the management and delivery of Auckland Network Access Agreement (ANAA) obligations across operating and capital expenditure. The role integrates portfolio commercial governance, reporting, funding and stakeholder management, procurement, contract administration, cost control, forecasting, risk, assurance and commercial team leadership and strategic funding optimization across Metro operations and renewals

Reporting to the Programme and Commercial Director - Metros, the role converts funding and delivery obligations into clear commercial strategies, robust controls and practical advice that support safe, affordable and transparent Metro outcomes. A key focus of the role is stewardship of ANAA and Metro funding, cost, contracts, performance and risk, with clear interfaces to Finance, delivery teams, Auckland Transport, Crown stakeholders and supply-chain partners.

Role outcomes

- ANAA and other Metro funding obligations are translated into clear commercial requirements, delivery plans, controls and reporting.
- Metro operating and capital expenditure is accurately forecast, transparently reported and actively managed within approved funding and delegated authority.
- Commercial strategies, procurement pathways and contract-management approaches are proportionate to value, complexity and risk.
- Auckland Transport, Crown funders and internal stakeholders receive accurate, timely and well-substantiated commercial information.
- Risks, opportunities, changes, claims, disputes and funding gaps are identified early and managed through to resolution or timely escalation.
- Commercial, quantity surveying and project controls capability is aligned, coordinated and deployed to the areas of greatest business need.
- Governance submissions and decisions are supported by reliable evidence, clear options and an auditable commercial position.
- Suppliers and delivery partners are managed consistently, with performance, value for money and contractual obligations actively monitored.

Key Accountabilities

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

- Lead the commercial management of ANAA and wider Metro operating and capital expenditure, translating funding and delivery obligations into clear commercial strategies, controls and priorities.
- Lead funding and stakeholder management, ensuring commercial positions, forecasts, claims and advice are accurate, evidence-based and support sustainable Metro outcomes.
- Maintain effective commercial governance and oversight of Metro cost, commitments, forecasts, cash flow, contingency and performance to support sound decision-making.
- Develop and oversee procurement and commercial strategies that deliver value for money, affordability, appropriate risk allocation and alignment with Metro requirements.
- Lead contract and supplier management, including variations, claims, performance, payments, disputes and close-out, protecting contractual and commercial interests.

- Lead commercial risk, opportunity and change management, ensuring material exposures are identified early, appropriately assessed, governed and escalated.
- Provide commercial leadership for long-term Metro investment and funding planning, including affordability, investment prioritisation, funding gaps and value-for-money assessment.
- Lead a high-performing commercial, quantity surveying and project controls function, building capability and accountability while embedding safety, health and wellbeing in commercial decision-making.

Key challenges

- Balancing operational, maintenance, renewal and investment priorities against available funding while maintaining affordability, value for money and required service outcomes.
- Managing complex and sometimes competing stakeholder, customer, supplier and internal business requirements while maintaining constructive relationships and protecting commercial interests.
- Maintaining effective commercial control across a complex Metro portfolio, ensuring emerging cost pressures, funding gaps, risks, changes, claims and contractual issues are identified and addressed early.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Project Director		✓	✓	
	Service and Access Teams	✓			
	Services and Access Leadership Team		✓	✓	
	Senior management across SDO		✓	✓	
	Internal service providers		✓	✓	
External	CRL		✓		
	Auckland Transport		✓	✓	
	WorkSafe		✓	✓	
	Service providers		✓	✓	

What you will do to contribute

Health Safety and Wellbeing	• Implement safety procedures and ensure team compliance • Analyse workplace risks and develop mitigation strategies • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health • Promote a culture in which safety, health and wellbeing are the first consideration in commercial and business decisions. • Ensure procurement, contracting and supplier-management activities appropriately address rail safety, health and safety, environmental and whole-of-life obligations. • Fulfil all applicable safety responsibilities and ensure staff, contractors and suppliers understand and comply with relevant requirements. • Encourage open reporting, learning and constructive challenge, and support the physical and mental wellbeing of team members.
Customer Focus	• Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Respond quickly to customer needs • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
High Performing Teams Skills	• Set clear performance standards aligned with KiwiRail's goal • Build a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	• Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
ANAA and Metro commercial leadership	• Lead the commercial management of ANAA obligations across operating and capital expenditure, ensuring funding conditions, service expectations, deliverables and commercial dependencies are understood and actively managed. • Develop and maintain an integrated Metro commercial strategy aligned with business priorities, approved funding, delivery commitments and customer outcomes. • Provide the Programme and Commercial Director - Metros and wider leadership team with clear advice on affordability, commercial exposure, funding constraints, options and recommended actions. Lead commercial

	assessment of investment priorities, affordability impacts and value for money opportunities across the Metro portfolio. • Act as the senior day-to-day commercial interface for Metro matters with Finance, Legal, Procurement, Assurance, delivery teams and other KiwiRail commercial leaders. • Promote consistent commercial disciplines, templates, review points, delegated authorities and escalation pathways across the Metros portfolio. • Ensure commercial implications are considered in operational, maintenance, renewals, access, asset and service-delivery decisions.
Funding, stakeholder and customer management	• Manage the commercial interface with Auckland Transport and relevant Crown stakeholders for ANAA and associated Metro funding matters. • Coordinate the preparation, substantiation, review and submission of budgets, forecasts, claims, invoices, funding requests, wash-ups and supporting commercial evidence. • Maintain visibility of funding assumptions, exclusions, dependencies, constraints and areas where service expectations may exceed available funding. • Lead commercial input to funding negotiations, annual and multi-year planning, investment prioritization, performance reviews and resolution of disputed or unagreed items. • Ensure stakeholder correspondence and commercial positions are accurate, consistent, appropriately approved and protect KiwiRail's contractual and commercial interests. • Build constructive relationships while maintaining clear accountability, evidence-based positions and appropriate reservation of rights.
Governance, financial and performance management	• Apply relevant KiwiRail governance and delivery frameworks to manage Metro cost, time, scope, quality and commercial performance. • Provide strategic commercial analysis supporting executive decision making, long term funding sustainability and optimization of public-sector investment outcomes. • Own or oversee consolidated reporting of actual cost, commitments, forecast, cash flow, contingency, risk, change, funding status and contractual matters. • Challenge forecasts, assumptions and cost-to-complete positions, ensuring they align with approved scope, delivery plans, known risk and funding availability. • Ensure the financial and commercial position is accurately presented to relevant governance forums and supported by traceable records. • Work closely with the Finance Business Partner to reconcile financial and commercial information and resolve material variances. • Establish meaningful performance indicators and provide analysis of trends, drivers, emerging pressures and required management action.
Procurement and commercial strategy	• Develop and maintain procurement and packaging strategies for Metro works and services in accordance with KiwiRail policies, market conditions and delegated authority. • Prepare, review or oversee tender and contract documentation, pricing schedules, bills of quantity, commercial evaluation plans and recommendations.

	• Lead commercial evaluation, clarification, negotiation, reconciliation and contract-award activity for material or complex engagements. • Ensure procurement decisions demonstrate value for money, affordability, appropriate risk allocation and alignment with operational requirements. • Maintain portfolio visibility of planned procurements, approvals, market capacity, supplier dependencies and commercial risks. • Oversee purchase-order, contractor claim and payment processes, ensuring commitments and approvals remain controlled.
Contract, supplier and dispute management	• Provide commercial and contractual advice to Metro leaders and delivery teams, including review and drafting of material correspondence, notices and commercial positions. • Maintain oversight of contract values, commitments, variations, claims, payment assessments, notices, disputes, final accounts and close-out obligations. • Ensure contractual notices, responses and decisions are issued within required timeframes and supported by appropriate records and analysis. • Lead commercial input to supplier performance reviews, corrective action, negotiation and contract close-out. • Support the Engineer to the Contract or Engineer's Representative, where appointed, with KiwiRail commercial assessments of variations, interim payments and final accounts. • Lead early resolution of claims and disputes where possible, escalating material matters with clear exposure analysis, options and recommendations.
Risk, opportunity, change and assurance	• Lead commercial risk, opportunity, contingency and change-control processes across the Metro portfolio. • Ensure material changes are supported by defined scope, commercial assessment, funding confirmation, programme impact and appropriate approval before commitment. • Promote early warning and timely decision-making so emerging exposures are neither deferred nor omitted from reporting. • Coordinate commercial inputs to assurance reviews, audits, estimates, stage gates and governance reviews. • Maintain auditable records supporting funding positions, decisions, approvals, claims, variations and final accounts. • Track agreed commercial and assurance actions through to closure and escalate overdue or material matters.
Team leadership and capability	• Lead, direct and support commercial, quantity surveying and project controls personnel assigned to Metros, setting clear priorities, standards and accountabilities. • Plan and deploy resources according to workload, risk, value, delivery stage and business priority. • Review significant commercial outputs and ensure proportionate checking, peer review and approval before issue. • Coach and mentor team members and Metro leaders in commercial thinking, contract awareness, forecasting, cost control and decision quality. • Foster collaboration across Auckland, Wellington and central Metro functions, sharing lessons, benchmarks and commercial intelligence.

	• Build a high-performing, inclusive and accountable team with succession and capability-development plans.
Infrastructure Investment and Funding Stewardship	• Support development of long-term funding strategies and affordability assessments for Metro operations, maintenance and renewals. • Provide commercial leadership in evaluating investment options, funding gaps and value-for-money outcomes. • Support the development of evidence-based commercial positions to inform funding discussions with Auckland Transport and other stakeholders.

Decision Making

The position is accountable for commercial decisions within delegated authority across the Metro portfolio and for providing timely, evidence-based commercial advice and recommendations to the Programme and Commercial Director - Metros, Metro leadership and relevant stakeholders. Decisions consider funding availability, contractual obligations, commercial risk, value for money and operational requirements.

Key decision-making requirements of the position include:

- Commercial strategy, funding, forecasting and cost-control decisions within approved budgets and delegated authority.
- Procurement, contracting and supplier management decisions, including commercial evaluation and negotiation.
- Contractual claims, variations, disputes and commercial positions, including escalation where required.
- Commercial risk, opportunity and change-control decisions, including management of material exposures.
- Investment prioritisation, resource allocation and value-for-money decisions and recommendations.

Human Resources Delegations	People Leader
Direct reports	3
Finance Delegations	TBC
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

- 10+ years' experience in senior commercial management within large, complex infrastructure, transport, utilities, construction or service-delivery environments.
- Demonstrated experience managing major operating and capital expenditure, funding arrangements, commercial reporting and governance.
- Strong contract, procurement, cost, risk, change and dispute-management experience across complex portfolios or programmes.
- Experience working with public-sector clients, funders or regulated stakeholders and preparing robust substantiation for funding, claims and commercial positions.
- Demonstrated ability to lead commercial teams and influence multidisciplinary operational, technical, finance and delivery leaders.
- Sound understanding of New Zealand construction and commercial practice, including relevant standard forms of contract such as NZS 3910 and other collaborative or bespoke forms.
- Advanced financial and commercial management capability, including budgeting, forecasting, cash flow, cost-to-complete, contingency management, Affordability assessment, investment analysis variance analysis and Executive reporting.
- Experience in rail, transport infrastructure, network operations, maintenance or renewals is advantageous.

Ways of working / Work-related qualities

- Commercially astute, evidence-led and comfortable constructively challenging assumptions and technical positions.
- A clear, credible communicator who can translate complex commercial issues into practical decisions for senior leaders and stakeholders.
- Collaborative and relationship-focused, while able to maintain firm commercial boundaries and protect KiwiRail's interests.
- Calm and resilient in high-pressure, time-sensitive or contested environments.
- Practical, adaptable and solution-focused, with strong judgement and a focus on mission-critical outcomes.
- Committed to inclusion, integrity, customer outcomes and the development of others.

Other Requirements

- You have a current and valid NZ Driver's Licence
- The role is both office and site based and may require travel.

Qualifications

You need either:

- Relevant tertiary qualification in Quantity Surveying, Commercial Management, Law, Engineering, Finance, Accounting or Business.
- Membership or Fellowship of an appropriate professional body (e.g. CPA, CA, CIMA, Engineering New Zealand, NZIQS or equivalent) is preferred.

