Senior Performance Analyst - Infrastructure

Position Description

Team:	Integrated Delivery Planning & Performance (IDPP)	**Location:**	Auckland
Reports to:	Business Performance Manager		
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

The Senior Performance Analyst - Infrastructure leads complex performance analysis and converts operational, delivery, financial and customer data into clear insights, recommendations and actions. The role provides senior analytical leadership across Infrastructure performance, with particular accountability for the Delivery In Full, On Time (DIFOT) framework, root cause analysis, KPI governance, executive reporting, value for money and productivity insights.

Operating with a high level of autonomy, the role shapes analytical approaches, challenges the quality of evidence and influences cross-functional stakeholders to address systemic performance issues. It moves beyond producing reports by defining measures, assuring data and methodology, identifying emerging risks, and connecting performance outcomes to business priorities and decisions.

The role acts as a trusted performance insights specialist for the Business Performance Manager, Performance Business Partner and Infrastructure leadership. It also coaches analysts and stakeholders in effective performance analysis, reporting discipline and evidence-based decision-making, without formal people management responsibility.

Key Accountabilities

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

- **Performance Insights & Decision Support** - Lead complex analysis and provide evidence-based insights that inform operational, tactical, and strategic decision-making.
- **DIFOT & Performance Improvement** - Drive DIFOT performance improvement through performance monitoring, root cause analysis, and the identification of sustainable corrective actions.
- **KPI Governance & Reporting** - Own the development, governance, and continuous improvement of performance measures, reporting frameworks, and executive reporting.
- **Business Performance & Value for Money** - Support business performance, productivity, and value-for-money outcomes through data-driven analysis and recommendations.
- **Continuous Improvement & Capability Development** - Improve analytical maturity, data quality, reporting standards, and performance management practices across the business.
- **Stakeholder Engagement & Influence** - Act as a trusted performance insights specialist, influencing stakeholders and driving evidence-based decision-making across Infrastructure.

Key challenges:

- Creating a single, credible performance view from multiple systems, measures and business processes with varying levels of data quality and maturity.
- Influencing action where accountability spans multiple delivery groups and root causes are complex, contested or masked by symptoms.
- Balancing rapid operational insight with robust analytical standards, governance and executive-level reporting expectations.
- Turning recurring performance issues into sustainable process, control and behavioural improvements rather than one-off reporting responses.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Business Performance Manager		✓	✓	✓
	Performance Business Partner		✓	✓	✓
	Infrastructure Delivery Groups		✓	✓	✓
	Operations (DIFOT forums)		✓	✓	✓
	Asset Management & Engineering		✓	✓	✓
	Commercial Finance		✓	✓	✓
External	Customers (DIFOT facing)		✓	✓	✓
	Auditors (as required)			✓	✓
	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
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
Performance insights leadership	• Lead complex analysis across operational delivery, customer outcomes, productivity, cost and programme performance, integrating data from multiple sources to identify material trends, drivers and improvement opportunities. • Define fit-for-purpose analytical approaches, measures, assumptions and thresholds for strategic, tactical and operational decisions. • Provide independent challenge to performance narratives and proposed actions, testing whether conclusions are supported by evidence. • Convert analysis into concise recommendations, scenarios and decision points for senior leaders and governance forums.
DIFOT & root cause improvement	• Own and continuously improve the analytical framework for Infrastructure DIFOT, including performance definitions, attribution, failure classification, root cause standards and corrective-action visibility. • Lead and quality-assure root cause analysis of significant or recurring failures, distinguishing underlying causes from symptoms and recommending preventative interventions.

	• Integrate Infrastructure and Operations perspectives to create a consistent view of performance and drive cross-functional resolution of systemic issues. • Facilitate performance reviews with delivery groups, ensuring actions have clear owners, expected outcomes and follow-through.
KPI governance & reporting	• Lead the design, definition and governance of performance measures, including clear calculation logic, ownership, data sources, controls and reporting cadence. • Produce and quality-assure executive, monthly, weekly and ad hoc performance reporting with concise commentary on drivers, implications, risks and required action. • Establish controls that improve the accuracy, consistency, traceability and reproducibility of reporting outputs. • Review the ongoing relevance of measures and recommend additions, changes or retirement where measures no longer support decisions.
Business performance & strategic insight	• Partner with leaders and subject matter experts to frame ambiguous business questions, structure analysis and identify the evidence required for decisions. • Identify emerging performance risks and opportunities early, assess their business implications and recommend proportionate responses. • Connect operational and delivery performance with financial, customer and programme outcomes to provide an integrated view of business performance. • Support RNIP and Infrastructure planning, performance reviews and governance requirements through defensible analysis and insight.
Value for money & commercial insight	• Lead analytical support for value-for-money and productivity initiatives, including baselines, benefit measures, performance trajectories and evidence of realised outcomes. • Analyse cost, productivity and delivery data to identify efficiency opportunities and support prioritisation of improvement initiatives. • Provide analytical input to business cases, forecasts, investment decisions and commercial performance reviews, clearly documenting assumptions and limitations. • Support transparent performance narratives suitable for senior leadership, board and external stakeholder scrutiny.
Continuous improvement & capability	• Lead the standardisation, automation and simplification of recurring analysis and reporting processes while retaining appropriate controls and assurance. • Improve analytical and reporting maturity by establishing reusable methods, templates, definitions and quality standards. • Coach analysts and stakeholders in data interpretation, root cause analysis, performance commentary and visual storytelling. • Promote a culture in which performance information is used to make decisions, test interventions and learn from outcomes.

Stakeholder influence	• Act as a trusted performance adviser, presenting complex findings in a clear and constructive way to operational, delivery, finance and leadership audiences. • Build productive cross-functional relationships while maintaining analytical independence and the confidence to challenge unsupported conclusions. • Facilitate agreement on measures, root causes, priorities and corrective actions where stakeholders hold different perspectives. • Represent Infrastructure Performance in relevant forums and working groups as delegated by the Business Performance Manager.

Decision Making

The role is accountable for the professional quality and integrity of its analysis and recommendations. Within agreed governance and delegations, the position is expected to:

- Determine appropriate analytical methods, data sources, assumptions, measures and reporting approaches for complex performance questions.
- Assess whether available evidence is sufficient to support a conclusion, escalation or recommended intervention.
- Prioritise analytical work based on materiality, business risk, customer impact and decision deadlines.
- Validate root causes and assess whether proposed corrective actions address the underlying performance issue.
- Recommend changes to KPIs, reporting controls, data definitions and business processes.
- Escalate material data-quality issues, control weaknesses, unresolved performance risks or lack of action to the appropriate leader or governance forum.
- Provide independent advice and recommendations while recognising that final operational, investment and people decisions remain with delegated leaders.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil Capex
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

- At least 7 years of relevant experience in business performance, operational analytics, performance reporting or a comparable senior analytical role, including experience in a complex operational environment.
- Demonstrated experience leading complex analysis across multiple data sources and translating findings into recommendations for senior decision-makers.
- Strong experience in KPI design, performance frameworks, data governance, reporting controls and executive commentary.
- Demonstrated experience leading root cause analysis and supporting implementation of corrective and preventative actions across organisational boundaries.
- Experience analysing cost, productivity, delivery and customer performance to support value-for-money and business improvement decisions.
- Advanced capability in Excel and Power BI, including development of robust dashboards, repeatable analytical processes and clear visual storytelling.
- Working knowledge of enterprise operational and financial systems such as SAP and Maximo, or comparable systems.
- Experience improving data quality, standardising measures and automating recurring performance reporting.
- Experience working with operational, finance, planning, technology and delivery stakeholders to resolve complex performance issues.
- Experience within transport, infrastructure, logistics, utilities, construction or another asset-intensive operational environment is desirable, but this is a business performance role rather than an asset management role.

Ways of working / Work-related qualities

- You operate with autonomy, sound judgement and a strong sense of accountability for the quality of your advice.
- You are intellectually curious and constructively challenge assumptions, while remaining practical and focused on outcomes.
- You can turn ambiguity into a clear problem statement, structured analysis and an actionable recommendation.
- You communicate complex information simply and adapt your message for operational, technical and executive audiences.
- You build trust across teams, influence without formal authority and remain objective when evidence is incomplete or contested.
- You plan and prioritise effectively, balancing recurring reporting commitments with emerging analytical needs.
- You coach others, share methods and raise the analytical maturity of the wider team.

Other Requirements

- Ability to meet KiwiRail pre-employment and ongoing safety requirements, including drug and alcohol screening where applicable.
- Ability to travel occasionally when required to engage with stakeholders or understand operational performance issues.

Qualifications

- A relevant tertiary qualification in analytics, statistics, commerce, economics, finance, engineering, operations, supply chain or a related discipline, or equivalent relevant experience.
- Relevant professional certification in analytics, business intelligence, continuous improvement, project delivery or a related discipline is desirable.