



## Te Huia Team Leader

### Position Description

|                    |  |                  |          |
|--------------------|--|------------------|----------|
| <b>Team:</b>       | Scenic Trains/Crew - North Island            | <b>Location:</b> | Hamilton |
| <b>Reports to:</b> | Fleet Operations (South Island) and Commuter |                  |          |
| <b>Role Type:</b>  | 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 Te Huia Team Leader ensures the smooth and timely operation of KiwiRail's Inter-Regional Commuter and long-distance passenger services originating from the Waikato region. This role manages rail service operations, service improvements, operational training, and resources for KiwiRail-operated Inter-Regional Commuter and long-distance passenger services, with a particular focus on Te Huia services. The role provides visible on-site leadership at Hamilton Railway Station for Te Huia Commuter Services, supporting on-board crew, Scenic Management, and Facilities/Security teams, and is the key contact for the Hamilton crew base. The role is also accountable for delivering excellent customer service by developing and implementing a staff culture based on customer service values and behaviours that strive for service excellence.

### Key Accountabilities

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

- Manage the operation of the KiwiRail Te Huia Commuter service and the passenger check-in of the Northern Explorer passengers' timetables and charters services on a daily basis, in accordance with service plans.
- Develops monitors and reviews service operations standards ensuring that they are in line with agreed operational targets.
- Ensure all rosters are published in accordance with the RMTU and all shifts are covered
- Act as a support for the Commuter Customer and Crew manager, Fleet Operations (South Island) and Commuter, and the Fleet Operations (North Island) to provide the business with continuous coverage to respond to disruption situations across the Te Huia services.
- As directed, compile and send out disruption notification messaging internally and externally, in line with Standard Operating Procedures
- Facilitate disruption response by coordinating with external providers to ensure customer needs are met and negative impacts are minimised.
- Ensure that KiwiRail can demonstrate extracting best value for money where external support may be required
- Liaise with internal departments to ensure impacts of a disruption are understood, communicated to affected parties, and options are assessed and progressed
- Assist the Operations team to collate and report all costs relating to a disruption
- Identify areas for improvement within current processes
- Manages the collection and collation of operations information and statistics as required
- Ensure all Te Huia services cleaned to the standard required.

### Key challenges

- Managing compliance with complex and evolving safety and operational standards.
- Supporting a geographically dispersed workforce and ensuring consistent application of service and safety standards.
- Balancing operational demands with the need to maintain high customer service and safety standards.

| <b>Key Relationships</b><br>Here are the key relationships relevant to this role |  | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|--|--|--------------|------------|------------------|------------------|
| Internal   | Te Huia Onboard Crew   | ✓            | ✓          | ✓                | ✓                |
|  | GJNZ/Strategy & Growth Group managers and employees                |              | ✓          | ✓                | ✓                |
|  | RSAS Te Rapa and Westfield managers and employees                  |              |            | ✓                | ✓                |
| External   | Suppliers  |              |            | ✓                | ✓                |
|  | Passengers   |              | ✓          | ✓                | ✓                |
|  | Waikato Regional Council via KiwiRail WRC Disruptions co-ordinator |              | ✓          | ✓                | ✓                |

## What you will do to contribute

### Health Safety and Wellbeing

- Implement and monitor safety procedures, ensuring 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.
- Support team members' physical and mental health.

### Customer Focus

- Provide a high quality of customer service, meeting specified standards.
- Support a customer-focused culture at KiwiRail.
- Respond quickly to customer needs and enquiries.
- Develop solutions to meet customer requirements and resolve complaints.
- Lead the on-site response to disruptions, engaging directly with affected customers.
- Manage Hamilton Station building and environment standards in conjunction with Facilities and Security teams.

### High Performing Teams Skills

- Set clear performance standards aligned with KiwiRail's goals.
- 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.
- Uphold the Te Huia Crew Team Charter

### 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.
- Collate and report costs relating to disruptions.

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**Role specific domain**

- Ensure compliance with all employment legislation, contracts, and KiwiRail policies.
  - Manage inventory, receive goods, and process orders for stock/consumables at Hamilton Station.
  - Ensure standards such as cleaning, passenger processing, and baggage handling for Long Distance Scenic Trains are met.
  - Ensure engagement with associated stakeholders.
  - Ensure site-specific safety equipment checks, risk registers, and risk assessments are completed and documented.
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**Decision Making**

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.

Key decision-making requirements of the position include:

- Staff management
- Operational incident response
- Resource allocation

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|                                       |               |
|---------------------------------------|---------------|
| <b>Human Resources Delegations</b>    | People Leader |
| <b>Direct reports</b>                 | 10-12         |
| <b>Finance Delegations</b>            | Nil           |
| <b>Budget (operating and capital)</b> | Nil           |
| <b>Travel Delegations</b>             | Nil           |
| <b>Statutory powers</b>               | Nil           |

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**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

- You have relevant operational experience from a comparable industry.
- You have experience in staff rostering in a unionised shift-work environment.
- You are confident using a range of IT programs to complete tasks.
- You have experience engaging with staff and building effective relationships with internal and external customers.
- You have experience in customer service and support functions in a tourism rail environment.
- You have a basic working knowledge of NZ employment and health and safety legislation.

### Ways of working / Work-related qualities

- You work to tight deadlines and adapt to rapidly changing scenarios.
- You work both autonomously and in a team environment.
- You communicate clearly and evaluate and solve problems effectively.
- You build a positive and inclusive team culture.
- You are proactive, flexible, and practical in your approach.

### Other Requirements

- You can pass regular drug and alcohol screenings.
- You hold a current and valid NZ driver's licence.

### Qualifications

You need either:

- Hold or be prepared to hold Train Attendant qualification
- You have relevant operational experience from a comparable industry, or equivalent.
- Tourism/customer service qualifications, rostering/Quintiq training, SAP qualifications, or language skills (Te Reo Māori, NZ Sign Language, or a NZ Tourism priority/emerging market language) are desirable.

**CREATING  
STRONGER  
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.