



General Manager NZ Railways Staff Welfare Trust

Position Description

Team:	NZ Railways Staff Welfare Trust	Location:	Wellington Railway Station
Reports to:	Executive General Manager People and Capability		
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. KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

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 New Zealand Railways Staff Welfare Trust was established in 1958 to provide assistance and benefits to people employed within the rail industry. The Trust is registered as a Charitable Trust under the Charitable Trusts Act 1957 – Registration WN/605366.

This senior role is accountable for leading and managing the Welfare Trust assets and to improve the overall services including ‘value for money’ to members. This includes leading the Welfare Trust team and advising the Board of Trustees on the overall performance of the Trust including investments, future improvement initiatives and opportunities through building on and enhancing existing platforms and relationships.

This role will work closely with the Board of Trustees, to guide and support the Welfare Trust.

Key Accountabilities

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

- Develop and maintain the Strategic Plan and associated elements
- Develop and maintain relationships with relevant stakeholders
- Manage the Trust properties and assets
- Manage the Trust office
- Manage the financial planning, budgeting and reporting

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Staff Welfare Trust Board		✓	✓	
	Staff Welfare Trust Team	✓		✓	✓
	Executive General Manager People and Capability		✓	✓	
	Welfare Trust Members		✓	✓	✓
	Internal service providers			✓	✓
External	Welfare Trust Members (external to KR)		✓	✓	✓
	Other employer groups		✓	✓	✓
	RMTU		✓	✓	✓

What you will do to contribute

Strategy

- Develop the Strategic Business Plan for the Welfare Trust for approval by the Board
- Develop an Operational Plan that ensures the Trust's Strategic Plan is achieved
- Provide advice and leadership for key projects, ensuring that financial and strategic implications are clearly understood for decision making purposes
- Manage the financial performance and sustainability of the Welfare Trust through a focus on:
- Identifying and developing strategic initiatives which build capacity, enhance efficiency and enable equitable/sustainable best value to be achieved and demonstrated
- Developing, measuring and reporting key measures of financial performance and sustainability

Operational Performance

- Advise the Board on the Welfare Trust's finance and asset performance
- Develop and implement a property asset management plan including an annual maintenance plan
- Lead the Welfare Trust team accountable for:
- Managing the Trust properties
- Managing the supply of benefits (including medical expenses and housing) to members
- Implementing and optimising the Welfare Trust's budgeting and forecasting processes, including the approach, delivery and presentation of the annual budget
- Managing the Welfare Trust's insurance and medical programmes including negotiation and renewal activities
- Maintaining a high quality, effective internal control environment
- Managing the Welfare Trust's balance sheet, including working capital and cashflow management
- Ensuring compliance with applicable legislation and standards (e.g. tax, financial reporting standards)
- Develop a Marketing Plan to grow the Trust by extension of services and/or growing the membership base as agreed by the Board
- Review and update management systems including documentation of policies and procedures (resource manuals)
- Purchase and sale of properties as required by the Board
- Manage the building of holiday homes as required

• Relationship Management

- Act as the contact between the Trust stakeholders when required, to ensure all relevant parties are kept informed of project progress and likely impacts
- Maintain excellent working relationships with all stakeholders (employer parties, RMTU, caretakers, members and suppliers) keeping them fully informed
- Participate in meetings and assist staff when necessary
- Advise and report to the Board

<ul style="list-style-type: none"> • Leadership 	<ul style="list-style-type: none"> • Be a key member of the Welfare Trust's leadership team and build strong long-term relationships with all stakeholders • Lead the Welfare Trust function and manage the Welfare Trust team
Health Safety and Wellbeing	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Decision Making

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

Key decision-making requirements of the position are outlined above

Human Resources Delegations	People Leader Level 4
Direct reports	3 staff
Finance Delegations	Nil
Budget (operating and capital)	Refer to current budget (Assets, annual Revenue, Annual Expenses)

Travel Delegations	Nil
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Statutory powers	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

- 8-10 years' management experience
- Track record of success leading continuous improvement and change initiatives
- Proven experience in managing relationships and developing and maintaining personal credibility with senior stakeholders
- Ability to engage, inspire and drive the performance of teams
- Strategic planning, financial and operational management experience
- Proven experience of property and asset management
- Previous experience in not-for-profit organisation at managerial level
- Previous experience in managing small to medium sized organization (desirable).
- Awareness of property and capital plans (desirable)

Ways of working / Work-related qualities

- You have the ability to engage, inspire and drive the performance of your team
- A track record of success leading continuous improvement and managing relationships
- You have experience in strategic planning, along with financial and operational management
- You make good decisions and are politically aware
- You're flexible and practical

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- Tertiary qualification in business/finance or relevant experience

And

- Member of Institute of Directors (desirable)

**CREATING
STRONGER
CONNECTIONS**

KiwiRail 