



Commercial Project Manager – Customer & Growth

Customer & Growth

Team:	Customer & Growth	Location:	Auckland
Reports to:	Head of Product Strategy		
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 freight and passenger services across Aotearoa.

The Commercial Project Manager – Customer & Growth plays a central role in enabling the successful delivery of KiwiRail's strategy by driving the implementation of revenue generating projects that improve customer outcomes and support revenue growth.

Acting as a trusted delivery partner, the role will work across KiwiRail to deliver for Customers translating strategic priorities into practical implementation plans and coordinating the successful delivery of major Projects across the customer revenue pipeline.

The role leads cross-functional revenue growth initiatives from concept through to implementation, maintaining momentum, coordinating stakeholders, facilitating decision-making and removing barriers to delivery. Through practical project management, commercial discipline and effective stakeholder engagement, the role improves the speed, visibility and consistency of execution while embedding sustainable ways of working that deliver measurable outcomes for Customers and KiwiRail.

Key Accountabilities

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

- Lead the planning, coordination and delivery of customer, product and commercial initiatives, ensuring projects are delivered on time, within scope and aligned with Customer & Growth priorities.
 - Translate strategic priorities into structured implementation plans, including project scope, milestones, deliverables, resource requirements, dependencies and success measures.
 - Drive execution by coordinating cross-functional teams, maintaining momentum, facilitating decision-making, holding stakeholders accountable for agreed actions and removing barriers to successful delivery.
 - Coordinate the Customer & Growth delivery pipeline, ensuring initiatives are prioritised, visible and effectively managed from concept through to implementation.
 - Support customer and product initiatives, business readiness activities and go-to-market implementation to ensure successful adoption across the business.
 - Establish and maintain fit-for-purpose project governance, including reporting, risk and issue management, decision tracking, benefits realisation and escalation pathways.
 - Monitor project performance, proactively identifying and managing risks, issues and dependencies while providing timely reporting and insights to senior leaders.
 - Build trusted relationships across Customer, Commercial, Marketing, Digital, Finance, Operations and Corporate Services to influence outcomes and enable successful cross-functional delivery.
 - Develop practical project management tools, frameworks and reporting that improve the visibility, consistency and effectiveness of Customer & Growth initiatives.
 - Identify opportunities to improve commercial delivery, customer experience, project execution and organisational capability through continuous improvement.
 - Ensure initiatives deliver measurable customer, commercial and operational outcomes aligned with Customer & Growth objectives.
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Key challenges

- Driving the successful delivery of customer and commercial initiatives across a complex, matrix organisation without direct authority.
- Translating commercial strategy into practical implementation plans that deliver measurable business outcomes.
- Influencing diverse stakeholders with competing priorities to maintain momentum and achieve successful delivery.
- Coordinating customer, product and go-to-market initiatives while maintaining visibility across the broader Customer & Growth delivery pipeline.
- Balancing speed of execution with commercial rigour, governance, and operational readiness.
- Managing multiple concurrent initiatives, changing priorities and cross-functional dependencies.
- Improving transparency and engagement across Customer & Growth initiatives to ensure stakeholders remain informed and aligned.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Head of Product Strategy		✓	✓	✓
	Chief Customer & Growth Office / Customer & Growth Leadership Team		✓	✓	✓
	Key Account Executives, Commercial, Pricing and Marketing			✓	✓
	Digital, Finance, Operations, PMO / Transformation Office			✓	✓
External	Strategic customers		✓	✓	✓
	Freight and logistics partners and supply chain stakeholders			✓	✓
	Technology, consulting, and delivery partners	✓		✓	✓

What you will do to contribute

Health Safety and Wellbeing

- Champion KiwiRail's safety-first values across all customer and commercial initiatives.
- Ensure health, safety and wellbeing considerations are incorporated into project planning and delivery.
- Promote safe, inclusive and respectful ways of working across all project activities.
- Identify and escalate delivery risks that may impact the safety, wellbeing or operational resilience of people and customers.

Customer Focus

- Partner with leaders to deliver customer, product and commercial initiatives that improve customer experience and support revenue growth.
- Build trusted relationships with stakeholders to understand business priorities and implementation requirements.
- Translate business requirements into structured project plans and practical delivery outcomes.
- Ensure initiatives deliver practical, customer-focused solutions that are successfully embedded into day-to-day operations.
- Communicate project objectives, progress, risks and outcomes clearly to maintain transparency and alignment.
- Anticipate stakeholder needs and proactively identify opportunities to improve customer experience and delivery effectiveness.

High Performing Teams Skills

- Work collaboratively with Customer & Growth leaders to prioritise and coordinate strategic initiatives.
- Coordinate cross-functional teams to ensure initiatives remain on track and delivery commitments are achieved.
- Facilitate collaboration across Commercial, Marketing, Customer, Digital, Finance and Operations.
- Maintain accountability for project actions, milestones and deliverables through proactive stakeholder engagement.
- Support leaders with practical project management tools, reporting and implementation planning.
- Foster a culture of collaboration, accountability and delivery excellence.

Commercial Acumen

- Translate commercial priorities into practical implementation plans that deliver measurable business outcomes.
- Support business cases, implementation planning and benefits realisation across customer and commercial initiatives.
- Ensure commercial considerations remain central throughout project delivery.
- Monitor project outcomes and identify opportunities to improve commercial performance and customer value.
- Balance customer, commercial and operational considerations to support effective decision-making.
- Use data and insights to support prioritisation, implementation and continuous improvement.

Delivery Excellence & Governance

- Lead the end-to-end delivery of customer, product and commercial initiatives from concept through to implementation.
- Coordinate the Customer & Growth delivery pipeline, ensuring initiatives are prioritised, visible and effectively governed.
- Establish clear project governance, including scope, milestones, reporting and stakeholder accountability.
- Proactively identify and manage project risks, issues and dependencies to maintain delivery momentum.
- Monitor implementation progress and provide regular reporting to senior leaders and stakeholders.
- Apply structured project management methodologies, tools and disciplines to ensure consistent, high-quality delivery.
- Embed successful initiatives into business operations, ensuring clear ownership, transition and benefits realisation.
- Continuously improve delivery practices that strengthen Customer & Growth capability and execution.

Decision Making

This is a strategic individual contributor role with delegated People Leader authority. The role influences people decisions across business units and leads projects that impact enterprise-wide outcomes. It provides strategic advice and applies judgment aligned with KiwiRail's operational and transformation goals.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Level 8 Nil Capex
Budget (operating and capital)	TBC
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

- Demonstrated experience delivering complex customer, commercial, product or business transformation initiatives within a medium to large organisation.
- Proven ability to lead cross-functional projects from concept through to implementation, ensuring initiatives are successfully embedded and deliver measurable customer, commercial and operational outcomes.
- Strong project management capability, including project planning, governance, stakeholder engagement, risk and issue management, benefits realisation and delivery reporting.
- Experience translating strategic priorities into practical implementation plans and driving execution across multiple business functions.
- Demonstrated ability to influence, coordinate and hold stakeholders accountable without direct authority while maintaining momentum across multiple initiatives.
- Strong commercial acumen with the ability to balance customer, operational and financial considerations to achieve successful business outcomes.
- Experience delivering customer-focused initiatives across the customer lifecycle, with an understanding of customer delivery and operational implementation.
- Experience implementing business change and embedding new products, services, processes or ways of working into operational environments.
- Excellent communication, facilitation and relationship management skills, with the ability to engage confidently with stakeholders at all organisational levels.
- Strong planning, organisational and problem-solving skills, with the ability to manage competing priorities in a fast-paced and evolving environment.

Desirable

- Experience within transport, logistics, infrastructure or other customer-focused industries.
- Experience supporting customer, product, sales, marketing or go-to-market initiatives.
- Knowledge of customer lifecycle, customer experience or quote-to-cash processes.
- Experience delivering digital, CRM or customer technology initiatives.
- Experience applying continuous improvement principles to improve commercial performance, customer experience and delivery effectiveness.
- Formal project management qualification (PRINCE2, PMP, Agile or equivalent).
- Relevant tertiary qualification in Business, Commerce, Marketing, Project Management or a related discipline.

Ways of Working / Work-Related Qualities

- Demonstrates a strong commitment to KiwiRail's safety-first culture, proactively identifying and managing risks throughout project delivery.
- Takes ownership of outcomes, maintaining momentum and driving initiatives through to successful implementation.
- Builds trusted relationships quickly and collaborates effectively across Customer, Commercial, Marketing, Digital, Finance, Operations and Corporate Services.
- Influences and engages stakeholders at all levels, driving alignment, accountability and timely decision-making without direct authority.
- Thinks commercially, balancing customer, operational and financial considerations to achieve sustainable business outcomes.

- Maintains a strong customer focus, ensuring initiatives deliver practical solutions that improve customer experience and support revenue growth.
- Adapts quickly to changing priorities, remaining calm, resilient and solutions-focused in a fast-paced environment.
- Plans, organises and prioritises effectively, managing multiple concurrent initiatives while maintaining a high standard of delivery.
- Identifies opportunities to improve commercial delivery, simplify processes and strengthen Customer & Growth's ability to execute strategic initiatives.
- Demonstrates initiative, sound judgement and learning agility, proactively identifying opportunities, solving problems and driving continuous improvement.
- Works collaboratively, fostering an inclusive, respectful and high-performing team culture while supporting shared business outcomes.

Other Requirements

- Ability to pass regular drug and alcohol screening in accordance with KiwiRail policy.
- Current and valid New Zealand driver's licence.
- Willingness and ability to travel nationally as required.
- Flexibility to work outside standard business hours where required to support critical project delivery, customer commitments or business priorities.

**CREATING
STRONGER
CONNECTIONS**