Customer Experience Insights Specialist
Position Description

Team:	Wellington Metro - Customer and Operations	Location:	Wellington
Reports to:	Customer and Operations 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

KiwiRail is in a period of significant transformation to modernise and grow New Zealand's rail network.

The Customer Experience Insights Specialist provides actionable insights through leveraging of network data and network performance analysis. The position works closely with our planning, delivery and commercial teams, advocating for customer-centric decisions and continuous improvement across Wellington Metro Rail Infrastructure.

The Customer Experience Insights Specialist does not own the source performance data and must work in close partnership with the Metro Infrastructure Performance Analyst, who gathers, validates, and maintains the dataset. The Customer Experience Insights Specialist uses this verified information to generate customer-focused insights and recommendations, ensuring all analysis aligns with the single source of truth maintained by the Metro Infrastructure Performance Analyst.

Key Accountabilities

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

- Represent KiwiRail at regular joint stakeholder operational forums, presenting data-driven insights for rail network infrastructure.
- Analyse and interpret performance metrics (delivery data, network access, reliability, punctuality, speed restrictions) to identify trends and improvement opportunities.
- Provide actionable insights to planning, engineering, and delivery teams to optimise work programs and reduce customer impact.
- Develop and maintain dashboards integrating operational and customer metrics for internal and external stakeholders.
- Collaborate with internal teams to embed insights into scheduling, resource allocation, and incident response planning.
- Support governance reporting and contribute to stakeholder engagement strategies through evidence-based recommendations.
- Champion continuous improvement initiatives informed by data and customer experience considerations.
- Work closely with the Network Performance Analyst to understand the delay attribution processes and systems

Key challenges

- Balancing stakeholder expectations with operational and infrastructure constraints.
- Maintaining accuracy and timeliness of insights in a dynamic operating environment.
- Influencing internal teams and external stakeholders using data-driven recommendations.
- Integrating multiple data sources (delivery, access, reliability, speed restrictions) into actionable insights.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Customer and Operations Manager		✓	✓	
	Wellington Metro Leadership Team		✓	✓	
	Senior management across KiwiRail		✓		
	Internal service & systems providers (IT etc)			✓	
External	Greater Wellington Regional Council (Metlink)		✓	✓	✓
	Transdev Wellington		✓	✓	✓
	Hyundai-Rotem			✓	✓
	Other external stakeholders (eg: NZTA)			✓	✓

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
Stakeholder Representation	• Represent KiwiRail in operational forums, advocating for customer-centric decisions using evidence-based insights. • Prepare concise reports and presentations for governance and stakeholder meetings
Data Analysis	• Develop insights that inform operational planning and reduce customer impact • Use data insights to influence scheduling and resource allocation decisions • Align infrastructure works with service performance goals
Continuous Improvement	• Lead initiatives that embed data-driven decision-making and customer experience considerations into operational processes

Decision Making

The position is accountable for decisions that influence operational planning and customer experience outcomes through data-driven insights. Key decision-making areas include:

- Prioritisation of insights and recommendations for operational planning.
- Escalation and coordination approaches during disruptions based on data.
- Recommendations for continuous improvement initiatives informed by performance metrics.
- Delay attribution allocation when required

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

- Primarily office-based with occasional site visits on or near the rail corridor.
- Occasional work outside normal hours for incidents, planned works and stakeholder forums.
- Use of PPE during site visits; ability to work safely around rail operations.

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 & Experience

- 3+ years in data analysis, operational planning, or customer experience roles; transport/rail sector experience advantageous.
- Proven ability to interpret complex operational data and translate into actionable insights.
- Experience influencing stakeholders and driving change through evidence-based recommendations.

Ways of Working / Work-Related Qualities

- Analytical and improvement-focused; turns data into insight and action.
- Collaborative and politically aware; able to navigate differing priorities.
- Calm under pressure; effective in fast-moving operational contexts.

Other Requirements

- Able to meet KiwiRail pre-employment and ongoing drug and alcohol screening requirements.
- Current full NZ driver's license.
- Available for occasional after-hours work during incidents and forums.
- Exposure to asset & project management systems (e.g., Maximo, Primavera P6, MS Project) would be advantageous

Qualifications

- Tertiary qualifications in Data Analytics, Business, Operations Management, or related field (or equivalent experience).
- Training/certification in data analytics tools (e.g., Power BI) is desirable.