



# Head of Digital Partnering ICT

Auckland / Wellington

Team:	ICT and Digital	Location:	Auckland / Wellington
Reports to:	Executive GM Digital and ICT		
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 rail and Interislander ferry services in Aotearoa.

The Head of Digital Partnering plays a pivotal role in building trusted, long-term partnerships between ICT, the Transformation Office and senior business leaders. You will be responsible for ensuring business needs are deeply understood and translated into digital strategies and solutions that drive sustainable value. The role requires strong relationship management, strategic alignment, and the ability to co-create digital initiatives in close collaboration with business leaders.

As Head of Digital Partnering ICT, you'll guide KiwiRail's strategic approach to both products and capabilities. You'll ensure our core systems evolve effectively while building the broader capabilities our business needs. Working closely with both ICT and business teams, you'll help create a clear, achievable path to our digital future. This role is responsible for identifying opportunities to leverage digital technologies, driving innovation, and ensuring that digital transformation efforts deliver tangible business value.

### Key Accountabilities

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

- Act as the primary strategic interface between ICT, the Transformation Office and senior business leaders
- Build strong, trust-based relationships with senior business stakeholders to understand their priorities, challenges, and ambitions.
- Collaboratively identify and shape digital initiatives that align with business strategy and deliver measurable outcomes.
- Serve as a thought partner, offering insight into how digital trends and technologies can unlock new value or efficiency.
- Partner with the Architecture team to support and enable the co-creation of digital roadmaps and ensure alignment with enterprise digital and IT strategies.
- Contribute to the creation of business cases, that identify, assess, and recommend new technologies and digital solutions that will improve operational efficiencies, customer experience, and competitive advantage.
- Facilitate strategic planning sessions and working groups between ICT and business leaders.
- Actively manage stakeholder expectations, influence decision-making, and resolve competing priorities.
- Support change leadership and adoption strategies to embed digital solutions into business operations effectively.
- Ensure two-way communication and knowledge sharing between IT and business units.

### Key challenges

- Managing the strategic alignment of ICT initiatives with diverse business unit objectives in a complex, fast-paced environment
- Driving organisational change and adoption of new technologies while maintaining operational efficiency and stakeholder satisfaction
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

- Shifting from a project-focused to a capability-focused approach.
- Ensuring continuous improvement and evolution of digital capabilities.
- Balancing short-term wins with long-term strategic goals.

<b>Key Relationships</b>		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Group General Manager Digital and IT		✓		
	Transformation Office			✓	
	Senior Business Leaders		✓		
	Head of Architecture			✓	
	Head of Portfolio Governance and Assurance			✓	
	ICT LT			✓	
External	Outsourced Partners			✓	
	3 <sup>rd</sup> Party Vendors			✓	

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Promote a culture of safety and wellbeing within the team.</li> <li>• Ensure compliance with health and safety regulations.</li> <li>• Support initiatives that enhance employee wellbeing.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Understand business challenges and translate them into technology solutions.</li> <li>• Ensure technology investments deliver maximum business value.</li> <li>• Foster strong relationships with business stakeholders to understand their needs.</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Build and lead a high-performing team focused on strategic technology planning.</li> <li>• Foster a collaborative environment that encourages innovation and continuous improvement.</li> <li>• Provide clear direction and support to team members to achieve their goals</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Guide investment decisions to ensure they align with business priorities.</li> <li>• Develop frameworks for assessing and prioritising technology investments.</li> <li>• Ensure financial resources are allocated effectively to support capability development.</li> </ul>
<b>Project Governance</b>	<ul style="list-style-type: none"> <li>• Follow governance frameworks and systems</li> </ul>

## Decision Making

The role is responsible for making day-to-day operational and functional decisions related to product upgrades and capability development. This includes guiding investment decisions, prioritising technology initiatives, and ensuring alignment with business goals.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	0
<b>Finance Delegations</b>	Nil
<b>Budget (operating and capital)</b>	Nil
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	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

*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+ years' experience in IT business partnering, digital transformation, or strategic relationship management.
- Demonstrated success in partnering with senior business leaders to shape and deliver technology-enabled solutions.
- You have a strategic mindset and can lead the shift towards more strategic technology planning.
- Strong understanding of both business operations and digital capabilities, with the ability to connect the two.
- Experience working in complex, cross-functional environments and navigating competing priorities.

### Ways of working / Work-related qualities

- You demonstrate strategic thinking and planning abilities, developing long-term visions and translating them into actionable plans.
- You possess strong business acumen and can translate business needs into technical requirements.
- You have excellent leadership and influencing skills, with the ability to motivate stakeholders at all levels of the organisation.
- You communicate effectively, articulating complex technical concepts to non-technical audiences.
- You have experience in leading organisational change and driving adoption of new technologies and processes.
- You demonstrate strong analytical and problem-solving skills, developing innovative solutions to complex business challenges.
- You have a proven ability to build and maintain relationships with senior executives and key stakeholders.
- You are adaptable and can work effectively in a fast-paced environment, adjusting strategies as needed.

### Other Requirements

- You are willing to travel domestically in New Zealand.
- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### Qualifications

- You have a Bachelor's degree in Information Technology, Business Administration, or a related field