



Infrastructure Service Delivery Lead

Position Description – (Network Services)

Team:	Metros - Structures	Location:	Westfield / AROC
Reports to:	Infrastructure Service Delivery 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 phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

This is a key Network Services role required to coordinate and communicate Infrastructure Service Delivery to Network Control and other stakeholders within the Auckland Rail Operations Centre. You will lead the Network Services input to joint day-to-day service delivery of the Auckland Rail Network, offering “Infrastructure as a Service” to ensure a coordinated, consistent, efficient and informed Infrastructure approach is being applied to meet service obligations.

You will actively monitor, respond to and communicate Infrastructure Service Delivery performance, planned and unplanned, noting opportunities for improvement and deviations from plan that hamper successful outcomes. You will provide reports, recommendations for change and jointly implement improvements to ensure the ANAA Infrastructure KPI's and other internal Network Services performance measures are achieved. You will build Network Services capability through documenting and jointly reviewing processes within and across infrastructure disciplines, teams and other business units.

You will demonstrate the KiwiRail Leadership Capability Framework Frontline Leader competencies to build and lift team performance and ensure adherence to Codes, Standards and Rules.

Key Accountabilities

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

- **Lead liaison for Network Services:** Act as the primary interface between Network Services, Network Control, and the AROC to ensure infrastructure performance meets targets outlined in the Auckland Network Access Agreement (ANAA) and internal KPIs for asset condition, punctuality, and reliability.
- **24/7 coordination:** Serve as the main Network Services contact on a rotating shift, overseeing and communicating all operational aspects of Infrastructure Service Delivery for “On the Day” activities.
- **Incident and planned works management:** Ensure timely response to infrastructure incidents and effective delivery and hand back of planned works in line with Network Services policies and procedures.
- **Incident ownership and coordination:** Take full ownership of infrastructure issues within the AROC by coordinating responses, gathering critical information, and ensuring clear communication so that Network Control and stakeholders can manage incidents effectively.
- **Manage planned Blocks of Line (BOL):** Manage and coordinate planned Blocks of Line, chair daily BOL update meetings, and escalate significant deviations that may impact delivery.
- **Resource utilisation:** Deploy Network Services resources efficiently to restore infrastructure quickly, minimising train delays and cancellations.
- **On-Call procedures:** Ensure that Infrastructure On-Call processes are executed accurately and without delay.

Key challenges

- **Balancing competing operational priorities:** Managing multiple, often conflicting, demands between planned works, incident responses, and real-time service delivery requirements to maintain punctuality and reliability targets.
- **24/7 operational pressure:** Maintaining high performance and decision-making quality while working on a rotating shift basis in a dynamic, high-pressure environment.
- **Incident ownership under pressure:** Taking full ownership of infrastructure incidents, often under tight time constraints, and ensuring accurate and timely communication to all stakeholders.
- **Coordinating Blocks of Line delivery:** Effectively managing planned Blocks of Line and chairing daily meetings to keep delivery on track, while escalating issues that may compromise outcomes.

- **Resource constraints:** Efficiently deploying limited Network Services resources to achieve restoration targets, minimise train delays, and maintain asset functionality.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Production Managers			✓	
	Field Production Managers and Teams			✓	
	Work-bank Planners / Schedulers			✓	
	Field Asset Engineers			✓	
	Gangers and Other Track Gangs			✓	
	Network Control, 155 and Authorities			✓	
	Inventory and National Resources Team				✓
External	Contractors				✓
	AROC Stakeholders (Including AT and Auckland One Rail)			✓	
	3 rd Parties (Landowners, Regional Council, Transit, etc.)				✓

What you will do to contribute

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 • Report all hazards and incidents/accidents/environmental within 1 hour to your manager and according to the processes, escalate where appropriate and act promptly in recording into IRIS • Adhere to KiwiRail's health and safety requirements and take responsibility for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public. • Ensure safety inductions/audits in and around workplace are carried out and records are documented and kept on file. • Ensure keep up to date with all safety bulletins, and changes to codes and practices. Help the structures team to understand and deliver their Zero Harm accountabilities and champion the Care & Protect value.
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 • Foster strong, collaborative relationships with KiwiRail staff across all levels and disciplines.
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 • Monitor and effectively challenge delay attributions set against Infrastructure for claw-backs • • Recognise how financial decisions impact KiwiRail's overall position
Infrastructure Service Delivery Activities	<ul style="list-style-type: none"> • Lead the Network Services liaison with Network Control and within the AROC for the ongoing Infrastructure Service Delivery performance to meet

terms, asset, punctuality and reliability targets set by the Auckland Network Access Agreement (ANAA) and other internal business measures

- Act as the lead Network Services point of contact on a 24/7 rotating shift basis, charged with the primary objective of coordinating and communicating all “On the Day” functions related to Network Services Infrastructure Service Delivery
- Ensure Infrastructure incident response and planned works delivery and hand back are made in accordance with the agreed Network Services policies and procedures.
- When Infrastructure incidents and disruptions occur, the Infrastructure Service Delivery Lead’s role within the AROC is to “own” the Infrastructure problem – coordinating Network Services response, gathering and communicating timely and accurate information - allowing Network Control and other AROC stakeholders to focus on core tasks and make sound incident management service delivery decisions
- Efficiently use available Network Services resources to support restoration of Infrastructure functionality in a timely manner to minimize delays and cancellations.
- Actively monitor and identify Infrastructure Service Delivery performance, measuring planned vs actual achievement, understanding and triaging deviations from plan.
- Provide reports, recommendations for change and implement improvements as part of a continuous improvement program
- Ensure Network Services Infrastructure On-Call procedures are followed in a timely and accurate manner
- Ability to champion the introduction of new technology and procedures, including real time asset condition monitoring
- Document, using ARIS as a tool, implement and review processes that seek to deliver consistency and better ways of working across Infrastructure disciplines and other business units
- Develop and maintain effective teamwork and collaborative relationship with all Kiwirail staff.
- Undertake any other duties reasonably associated with the role as requested by Infrastructure Service Delivery Manager or Infrastructure Operations Manager -Auckland

Production Review

- Contribute to the development and implementation of a T- works and T-hand back process that seeks to drive front and back-end successes
- Provide oversight and support at works end milestones to ensure successful on time hand back for safe train running
- Apply practical field experience to validate the accuracy and reasonableness of shift reports submitted by Gangers and Team Leaders
- Produce quality planned vs actual reporting that identifies challenges and blockers, feeding into opportunities for improvement tracking and visualisation reporting
- Assist the Discipline Managers interpret shift reports and drive performance
- Chair the 08:00hrs performance Round-Up Teams meeting
- Chair 20:30hrs MMP daily Stand-Up Team meeting on shift.

- Lead the delivery and coordination of planned Block of Line by chairing daily update meetings, monitoring progress, and escalating any significant deviations that could affect successful delivery.
- Develop and maintain Infrastructure Service Delivery log of events and documentation to support systemic debriefs of TAP deviations and precise investigation of significant service failures.
- Reconcile COMPASS NAP reports to mitigate incorrect attribution of incidents and actively engage in the daily AOR Operational Taskforce meetings
- Demonstrate knowledge of layout of Auckland Metro Network
- Hold and Maintain Rail Medical Category 2 standard
- Participate in AROC joint debrief meetings with accurate information on infrastructure service failures to provide relevant input.
- Document processes in ARIS, implement them effectively, and review for opportunities to improve consistency and efficiency across infrastructure teams.
- Support the adoption of new technologies and procedures, including real-time asset condition monitoring systems.
- Prepare performance reports, recommend improvements, and implement changes to drive continuous improvement initiatives.
- Actively track and assess service delivery performance, comparing planned versus actual outcomes, and triage any variances to maintain operational standards.

Staff Management

- Manage resource coverage in conjunction with other Gangers and the Discipline Managers, understanding and mitigating risks to incident response or works delivery
- Ensure compliance with all Employment Legislation, Employment Agreements and the KiwiRail Human Resources Policies, Procedure and Guidelines and any other relevant legislation.

Leadership Accountability

- Taking personal ownership so things get done effectively and on time.
- Support teams to learn and lift their performance in a working environment which encourages:
 - Trust
 - Constructive conflict
 - Commitment
 - Personal accountability
 - Delivery of results
- Communicate a set of constructive expectations for all team members to follow
- Act as a leader in Tool Box Meetings, HSATs etc and promote Kiwirail values.

Decision Making:

- **Operational decisions on the day:** Make timely decisions to coordinate and prioritise incident responses and planned works activities to minimise service disruptions and ensure operational targets are met.
- **Resource allocation decisions:** Determine the most effective deployment of available Network Services resources to restore infrastructure functionality quickly and efficiently.
- **Escalation decisions:** Identify when issues, risks, or deviations from plan require escalation to senior management or other stakeholders to mitigate impacts on service delivery.
- **Blocks of Line (BOL) delivery decisions:** Lead daily BOL meetings and make decisions to address delivery risks, adjust plans where feasible, and escalate unresolved issues affecting planned outcomes.
- **Incident management decisions:** Take ownership of infrastructure incidents by making informed decisions on coordination, communication, and resolution strategies to support Network Control and minimise operational impact.

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

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 ability to gather and analyse data effectively to understand issues.
- Proven ability to promptly manage, investigate, analyse and make recommendations following Infrastructure failures, incidents, accidents and works plan delivery
- Highly developed computer and written skills, including the preparation and presentation of reports, policies and processes.
- Demonstrated ability to analyse, negotiate and reach agreements within agreed timeframes.
- Knowledge of business and operational strategies and practices applicable to all stakeholders in Auckland Rail Network.
- Project Management experience to manage and implement the introduction of new technology, processes and changed work practices.
- Experience in change management to deliver best in class Infrastructure operational performance.
- Previous experience in rail or an operational environment preferably in the transport industry.
- Process Mapping on ARIS or similar platform – Advanced user.

Desirable

- Rail technical knowledge
- Experience with SAP or similar work project planning software.
- Experience using asset databases and ability to produce queries and reports from an engineering database.
- Experience with process mapping software, such as ARIS
- Experience in Transport/Operations environment

Ways of working / Work-related qualities

- Clear and confident interpersonal communication skills
- Able to work autonomously.
- Strong organizational, interpersonal and influencing skills.
- Able to prioritize conflicting demands.
- Project management skills.
- Strong research and analytical skills.
- Sound written and oral communication skills.
- Relate well to field staff

Qualifications

Desirable

- Secondary qualification in engineering
- Trade background or equivalent Tertiary qualification in engineering
- Continuous Improvement methodology qualification

**CREATING
STRONGER
CONNECTIONS**



KiwiRail 