



Māori Relations Lead

Position Description

Team:	Māori Relations	Location:	Nationwide
Reports to:	Pou Whakahaere - GM Māori		
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 Māori Relations Lead is a key member of the national Māori Relations Team, collectively responsible for shaping and delivering KiwiRail's Māori Relations Plan and integrating Te Ao Māori and Mātauranga Māori across the organisation.

With a strong and collaborative relationship with the Pou Hononga, other advisors, and Te Kupenga Mahi, this role supports KiwiRail, particularly with its Mana Whenua Partners (Te Ātiawa o Te Waka-a-Māui, Taranaki Whānui ki te Upoko te Iki, and Ngāti Toa Rangatira) to uphold responsibilities under Te Tiriti o Waitangi and enhance relationships with Iwi.

This will be done collaboratively with the Māori Relations Team through:

- Leading the continuing improvement of KiwiRail's reputation and Iwi engagement.
- Facilitating and supporting engagement for project teams in the development of project engagement strategies and partnership agreements, focusing on genuine participation and partnership.
- Guiding communications and hui to ensure proactive and meaningful engagement with Iwi, Hapū and Māori Organisations and Communities.
- Enhancing KiwiRail with Mātauranga Māori to improve knowledge and understanding of Tikanga and Te Reo Māori.
- Building and maintaining highly collaborative relationships with other agencies and third parties on matters of significance to Iwi.
- Building and maintaining strong working relationships across KiwiRail to grow confidence and support the uptake of the Rautaki Māori.
- Facilitating opportunities for Iwi, Hapū, and Māori and their respective entities to be involved in projects.
- Working with Iwi, Hapū, and Māori to enable KiwiRail to understand their needs and aspirations.
- Facilitating and supporting interactions between Mana Whenua, KiwiRail, and third parties such as project contractors and consultants.

KiwiRail is committed to working in partnership with Iwi, Hapū, Māori organisations and communities to understand and, where possible, support their needs and aspirations. Through strong relationships and meaningful engagement, we seek to create positive outcomes for Māori, KiwiRail and the communities we serve.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and are expected to "walk the safety talk".

Key challenges

- Building and maintaining trust and effective relationships with Iwi, Hapū, and Māori organisations across diverse communities and projects.
- Navigating complex stakeholder environments and balancing multiple priorities.
- Ensuring the integration of Te Ao Māori and Mātauranga Māori principles across all relevant KiwiRail activities.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	GM Māori Relations		✓	✓	✓
	Māori Relations Team			✓	✓
	Te Kupenga Mahi (TKM)			✓	✓
	Property Team		✓	✓	✓
	Metros (Wellington)		✓	✓	✓
	Project Managers and their delivery and administrative teams		✓	✓	✓
	Regional GM's and Executive Team		✓	✓	✓
	People and Culture & Communications		✓	✓	✓
	Corporate Services		✓	✓	✓
	Other KiwiRail staff			✓	✓
External	Hapū, Iwi, and iwi authorities			✓	✓
	Iwi/Māori			✓	✓
	Urban Māori authorities			✓	✓
	Te Puni Kokiri, Te Tari Whakataua			✓	✓
	Other Government agencies			✓	✓
	Project contractors and consultancies			✓	✓
	Non-government and community agencies			✓	✓
	Community representative groups			✓	✓

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
Iwi Engagement	• Develop, maintain and foster relationships that enable meaningful commercial, environmental and community outcomes for all parties • Coordinate and help prepare presentations, agendas and minutes for governance and management purposes • Arrange and attend meetings, taking minutes and actions and distributing meeting minutes • Form and update key messages and FAQ's relevant to Iwi engagement and associated plans • Coordinate and facilitate internal and external participants to enable key Iwi and KiwiRail hui. • Manage and direct internal and external stakeholders to assist with engagement activities. • Support the effective working relationships with key stakeholders, maintaining clear records and timely responses • Contribute to the implementation and delivery of the Iwi/Māori engagement strategy Contribute to the development and delivery of the communications outputs as outlined in Iwi engagement plans • Provide support and ongoing education and advice to the KiwiRail project teams to implement planned Iwi engagement.

Analyse situations to:

- Identify potential communications that may have a negative impact on KiwiRail
- Apply necessary strategies and key messages
- Mitigate or eliminate potential issues
- Incorporation of Te Ao Māori centred principles and practices into projects and KiwiRail:
- Project business cases, plans and reports are completed in line with project expectations
- Key issues and risks are identified and escalated appropriately
- Key projects are appropriately supported
- Project communications are timely and consistent
- Oversee Mana Whenua relationships (to the best of your ability) to:
- Learn and understand key matters of significance to Mana Whenua
- Communicate clearly and build productive working relationships
- Provide a connecting bridge between Iwi and KiwiRail
- Manage the expectations of Mana Whenua of KiwiRail
- Manage the expectations of Kiwi Rail of Mana Whenua.
- Guide and support the leadership team to engage effectively with Iwi, Hapū and Māori entities.
- Guide and Support community engagement and communications
- Guide and support project teams so that their projects are implemented and delivered in a manner that supports KiwiRail's strategic direction.
- Support the creation of materials, presentations and other content as required to communicate the work of the Interislander

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- Contribute to effective and high performing Iwi engagement.
 - Support in creating and implementing Iwi, Hapū and Māori interests, views and protocols across the following areas (this list is not exclusive):

- Procurement
- Property
- Projects
- Customer Growth

Infrastructure and Operations

People and Culture

- Sustainability
- Environmental
- Te Kupenga Mahi

Iwi Initiatives

- Support and provide guidance to the Communications team(s) to better showcase and celebrate our relationship with Mana Whenua
 - Collaborate with local Te Kupenga Mahi delegates where they may be involved in engagements with Mana Whenua.
 - Create, foster, and maintain relationships between and with Mana Whenua and KiwiRail
 - Develop and maintain an ongoing standard for successful Iwi, Hapū and Māori Organisation relationships
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	Maintain communication and information sharing plans between Mana Whenua and KiwiRail
Iwi Relationships	- Create and maintain relationships with stakeholders and Mana Whenua in a way that upholds KiwiRail values - Liaise with Mana Whenua in a highly collaborative manner to ensure the continued success of engagement - Develop a strong understanding of and affinity for the needs and aspirations for the areas in which you work - Influence internal initiatives to better support Mana Whenua in partnership with KiwiRail - Mitigate/mediate potential relationship risks associated with project works and KiwiRail - Develop frameworks to support open and honest communication - Facilitate and attend hui on important kaupapa within KiwiRail in relation to Mana Whenua - Work with Mana Whenua to ensure that they have opportunities to contribute to decision making processes.

Decision Making

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

Key decision-making requirements of the position include:

- Project management and delivery decisions
- Risk management decisions
- Iwi Engagement Strategy and Relationship approaches
- Implementing engagement approaches that build and maintain trust
- Influence and guide Te Ao Māori, Te Reo and Tikanga across the business

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

These are day one things that people need to do their job.

- You understand Te Tiriti o Waitangi and its relevance to our work and relationships, both internal and external.
- You have a deep understanding of Tikanga Māori.
- You are proficient in Te Reo Māori.
- You have well-developed communication skills.
- You can build collaborative working relationships across an organisation.
- You have highly developed networking and relationship-building skills with external agencies.

Ways of working / Work-related qualities

These are how people work

- You communicate clearly and confidently, tailoring your approach to different audiences.
- You foster a culture of respect, inclusion, and collaboration.
- You promote cross-functional collaboration and ensure everyone contributes and is supported.
- You are adaptable and able to navigate complex stakeholder environments.

Other Requirements

- You can pass regular drug and alcohol screenings.
- You hold a current and valid NZ driver's licence.

Qualifications

You need either:

- You have relevant experience in lwi engagement, or equivalent industry experience.
- Understanding of the rail, transport sector is desirable.
- Working and understanding of Resource Management principles and processes is desirable

**CREATING
STRONGER
CONNECTIONS**

