



National Manager Intermodal

Position Description – Customer and Growth

Team:	Freight Markets	Location:	Auckland
Reports to:	EGM Freight Markets		
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 modernising its rolling stock and interisland ferries to enable it to play an even greater role in growing rail volume and decarbonisation.

The newly created National Manager Intermodal is part of KiwiRail's succession planning and growth aspiration. This role is responsible for delivering a stronger focus and accountability for regional growth, IMEX, domestic sales, and driving commercial performance through strategic planning, market insight, and cross-functional collaboration. The position ensures that KiwiRail's freight products meet customer needs, remain competitive, and contribute to the organisation's long-term growth and profitability

Key Accountabilities

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

- Lead and develop the sales team to achieve annual revenue targets and customer satisfaction goals
- Manage sales opportunities effectively from identification through to delivery
- Champion the voice of the customer across KiwiRail to inform strategic decisions
- Build and maintain strong relationships with existing and prospective customers
- Deliver regional development plans aligned with KiwiRail's strategic outcomes

Key challenges

- Designing and implementing scalable frameworks to drive regional growth
- Navigating and influencing across KiwiRail's complex internal environment, including cross-functional teams and operational constraints
- Expanding market share during a period of asset transition and modernisation

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	General Manager Customer Value		✓	✓	
	Marketing and Communications Teams		✓	✓	✓
	GM Customer Delivery		✓	✓	
	GM Commercial		✓	✓	
	Pricing Manager		✓	✓	
	National Manager Domestic, IMEX and Regional Development	✓		✓	
External	Customers, Freight forwarders and Cargo owners		✓		
	Industry Bodies and freight forwarders		✓	✓	
	Commercial and Logistics Partners		✓	✓	
			✓	✓	

What you will do to contribute

Health Safety and Wellbeing	• Lead the implementation of safety procedures and ensure team-wide compliance • Proactively identify and mitigate workplace risks through strategic analysis • Foster a culture of safety, wellbeing, and continuous improvement • Respond decisively to safety incidents and near-misses, ensuring lessons are embedded • Champion initiatives that support the physical and mental wellbeing of team members
Customer Focus	• Deliver exceptional customer experiences through proactive engagement • Embed a customer-centric mindset across the team and wider organisation • Demonstrate deep knowledge of KiwiRail's services and communicate value to customers • Respond promptly and effectively to evolving customer needs • Co-create tailored solutions that meet complex customer requirements • Resolve challenging customer issues with empathy and strategic insight • Collaborate cross-functionally to continuously improve customer outcomes
High Performing Teams Skills	• Set and communicate clear performance expectations aligned with KiwiRail's strategic goals • Cultivate a high-trust, inclusive, and collaborative team culture • Provide timely, constructive feedback to drive growth and accountability • Encourage diverse perspectives to enhance problem-solving and innovation • Identify and act on opportunities for coaching, mentoring, and capability development
Commercial Acumen	• Strategically plan and optimise resource allocation to meet commercial objectives • Integrate financial considerations into decision-making and recommendations • Ensure compliance with procurement policies while driving value for money • Partner with suppliers to deliver high-quality, cost-effective outcomes • Understand and communicate the broader financial impact of decisions on KiwiRail's performance
Role specific domain	• Apply governance frameworks and systems to ensure compliance and accountability • Identify and address governance issues proactively
Role specific domain	• Select and adapt appropriate risk management frameworks for varying contexts • Forecast and manage risks, issues, and opportunities across projects
Role specific domain	• Apply asset management policies • Implement asset management frameworks

Decision Making

The position is accountable for decisions related to operational objectives across intermodal freight, including IMEX and domestic sales. It provides strategic and day-to-day guidance to team members and relevant stakeholders to ensure commercial performance, customer satisfaction, and regional growth.

Key decision-making requirements of the position include:

- Make timely, well-informed decisions that balance commercial performance, customer needs, and long-term strategic goals
- Use market insights, data analysis, and stakeholder input to guide planning and prioritisation
- Navigate ambiguity and complexity with confidence, especially in high-impact or cross-functional scenarios
- Evaluate risks and opportunities across IMEX, domestic sales, and regional development to support sustainable growth
- Take accountability for decisions that influence KiwiRail's competitiveness, profitability, and customer outcomes
- Empower others to make decisions within their scope, fostering a culture of ownership and continuous improvement

Human Resources Delegations	People Leader
Direct reports	3 (total staff reporting, approx. 15)
Finance Delegations	Level 3: \$5,000 Operating Nil Capex
Budget (operating and capital)	Revenue portfolio \$240m pa
Travel Delegations	Yes approves national travel
Statutory powers	Nil

Physical demands and the nature of work

This role involves a combination of office-based work and regular travel across regions to engage with customers, stakeholders, and operational teams. The physical demands include:

- Extended periods of computer-based work, including data analysis, reporting, and administrative tasks
- Frequent travel within New Zealand to support regional development, customer engagement, and site visits
- Occasional attendance at industry events, stakeholder meetings, and operational locations, which may involve walking across rail yards or freight terminals
- Flexibility to adapt to varying work environments, including office, remote, and field settings

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

- Proven experience in leading high-performing teams within a commercial or logistics environment
- Demonstrated ability to build and maintain strong collaborative relationships across internal teams and external stakeholders
- Experience implementing and managing effective sales systems, processes, and performance metrics
- Strong commercial acumen, with a track record of driving revenue growth and strategic outcomes

Ways of working / Work-related qualities

- Makes sound, timely decisions and demonstrates political awareness in complex environments
- Adapts quickly to changing priorities and remains practical and solutions-focused
- Operates with integrity, resilience, and a commitment to continuous improvement

Other Requirements

- Able to pass regular drug and alcohol screenings in accordance with KiwiRail's safety standards
- Holds a current and valid New Zealand Driver's Licence
- Willing and able to travel regularly across regions to support operational and customer engagement needs

Qualifications

You ideally have:

- A relevant tertiary qualification in sales, business, logistics, or a related field
- Equivalent experience in commercial leadership or freight operations may also be considered

