



## Network Control Manager – Auckland Metro

### Position Description

<b>Team:</b>	Network Access and Control	<b>Location:</b>	Auckland Rail Operations Centre
<b>Reports to:</b>	Customer Service Delivery Manager – Auckland Metro		
<b>Role Type:</b>	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 wellbeing is our number one priority, ensuring our people return home safe and healthy every day.

## About the role

### Purpose of the Role

Network Access and Control is responsible for the management of all network access and activity on the rail corridor. This includes the movement of freight, long-distance passenger services, both planned and unplanned infrastructure maintenance, capital project work, and metro passenger services.

The role of the Network Control Manager is to lead the team of Train Controllers on shift, overseeing the performance of the network to ensure customer requirements are satisfied through the application of safe working practices, observance of operating rules and policies, and the effective management of all service disruptions and recovery actions.

Additionally, a key element of the role is to ensure the culture within the Rail Operations Centre underpins a constructive and cohesive working environment, where behavioural and performance standards align with expectations and KiwiRail values.

This is a people leadership role involving mentoring and providing guidance, feedback, and support to ensure any problems or issues experienced by the team on shift are resolved promptly. You will also work closely with other stakeholders onsite to ensure network access issues are managed and resolved efficiently, restoring services with minimal delay.

You will be the 'go-to person' (Incident Response Team Leader), linking closely with the Network Control Manager in Wellington in the event of any disruption to the Auckland network that impacts the day of operation. You will work across the business and with external parties to plan and coordinate necessary recovery actions. In this capacity, you will lead incident response and communication to ensure all stakeholders understand the business impact, remedial plans or activities, and expected timelines for service resumption.

In line with the 24/7 operation of the network, this position requires shift work to provide this coverage.

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

### Key Accountabilities

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

- Lead, coach, and support the Train Controllers to deliver high performance in network operations, safety, compliance, and customer service.
- Work closely with the Operator to manage delivery of the passenger timetable and collaboratively plan and execute recovery operations to minimise train running disruption.
- Oversee and monitor the wellbeing of staff, prioritising workload and managing fatigue.
- Ensure all operating desks are resourced to support network activity by resolving any unplanned absences or events that could disrupt operations.
- Ensure compliance with network access agreements and train control operations, providing network performance information in the wider KiwiRail daily operations forum.
- Lead incident response and communication during network disruptions, ensuring timely recovery and stakeholder engagement.
- Act as the escalation point for access conflict resolution decision-making.
- Manage weather reporting information to determine any escalation requirements when risk to operations is predicted.
- Undertake safety compliance assessments on Train Controllers to ensure all train control-related safe working policies and procedures are correctly observed.
- Address any performance, behavioural, and non-compliance issues in accordance with established procedures.
- Maintain a culture within the Rail Operating Centre focused on support, collaboration, learning, and above-the-line behaviours.

## Key Challenges

- Managing real-time network operations and incident response in a complex, high-pressure, safety-critical environment.
- Leading a diverse team while maintaining engagement and high standards of performance and wellbeing.
- Balancing competing priorities and customer requirements (metro, freight, infrastructure), particularly during service disruptions or planned maintenance.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Customer Service Delivery Manager - Auckland		✓		
	Train Controllers	✓			
	Traction Controllers	✓			
	Safety, Health and Wellbeing Team				✓
	Infrastructure Delivery			✓	
	Freight Operations			✓	
	Greater Journeys NZ			✓	
	ICT Team				✓
External	Metro Passenger Service Operators			✓	
	Waka Kotahi (NZTA)				✓
	Emergency Services			✓	
	Heritage Rail Operators			✓	

## What you will do to contribute

---

### Leadership

- Provide guidance, coaching, and support to the operational control team on shift to achieve high levels of safety, compliance, performance, behaviours, and customer service.
- Lead by example, reinforcing KiwiRail values and professional standards.
- Monitor staff wellbeing, prioritising workload and addressing fatigue risks.
- Provide constructive and positive feedback to optimise performance.
- Manage short notice rostering adjustments to maintain adequate operational capacity.
- Support change management initiatives related to operating rules, processes, and procedures.
- Contribute to a culture where individuals feel empowered to raise concerns or improvement ideas.
- Manage mandatory relief and investigations into operational irregularities through the Just and Fair Culture process.

### Network Performance

- Manage network performance in alignment with KiwiRail values.
- Monitor compliance with Common Access Terms and access agreements.
- Manage train control operations to ensure schedules are met and variations prioritised appropriately.
- Provide daily performance reports and statistics on network outages and delays.
- Monitor premier service performance and support recovery activities.
- Represent Network Access and Control at the daily morning dial-up.
- Act as the first point of escalation for immediate network issues.
- Provide debriefings for significant Block of Line maintenance activity.

### Incident Management

- Notify incidents in accordance with regulatory requirements, including the Railways Act 2005.
- Communicate incident and disruption details with the Wellington Network Control Manager.
- Lead recovery plans for train failures and network incidents.
- Manage recovery actions through to completion.
- Provide operational input into customer contingency plans and act as final decision-maker when priorities conflict.

### Competency Compliance

- Undertake revalidation safety observation assessments for Train Controllers.
  - Conduct LTO certification assessments.
  - Audit train control diagrams to ensure clarity, accuracy, and adherence to graphing conventions.
  - Apply safe working rules and manage variances in line with the safety system.
  - Liaise with Network Authorities and issue modifications to bulletins, rules, and codes where required.
  - Manage operational exceptions and process variances.
  - Provide guidance on operating rules and procedures, drawing on Senior Train Controller expertise where needed.
-

## Health Safety and Wellbeing

- Monitor behaviours to ensure all staff remain vigilant and comply with safety requirements.
- Promote and support a zero-harm culture within NAC.
- Provide subject matter expertise to support accident and incident investigations.
- Understand and comply with HSE legislation, regulations, codes of practice, safe operating procedures, and relevant best practice.
- Review H&S reports to identify trends and initiate corrective actions.
- Promptly address observed unsafe behaviour and advise the line manager as required.

## Decision Making

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

Key decision-making requirements of the position include:

- Network access
- Train movements
- Incident response
- Staff management during shifts

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	Nil
<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
- 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

- You have demonstrated ability to lead teams, positively influence others, and embed core values and behaviours.
- You can motivate and bring about change, providing feedback, coaching, and reinforcement.
- You have strong relationship skills, able to collaborate and engage with others to achieve outcomes.
- You are a problem solver, able to plan, develop, and implement solutions under pressure.
- You can make quality decisions, manage conflict, and communicate effectively at all levels.
- You are dedicated to meeting customer expectations and act with the customer at the forefront of decision making.
- You have experience working in operational environments following safety critical rules, processes, and procedures.
- You have a reputation of high performance, consistent delivery and the ability to positively influence others.

### Ways of working / Work-related qualities

- Ability to guide teams through challenges with positivity.
- Strong ownership of team goals and outcomes.
- Commitment to continuous learning and collaboration.
- Focus on high-quality service and safety outcomes.

### Other Requirements

- Ability to work shift patterns supporting 24/7 operations.
- Strong commitment to health, safety, and wellbeing.

### Qualifications

- Hold or have held a Train Control Practitioner Licence (desirable).
- Relevant experience in rail operations, network control, or a related field, or equivalent industry experience.

**CREATING  
STRONGER  
CONNECTIONS**

The KiwiRail logo is displayed on an orange background. It consists of the word "KiwiRail" in a bold, black, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers in black and white.