



Network Response Specialist

Position Description

Team:	Wellington Metro - Customer and Operations	Location:	Wellington
Reports to:	Customer and Operations 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.

The Network Response Specialist is responsible for coordinating KiwiRail's infrastructure response to unplanned disruptions and call-outs across the Wellington Metro. This role works closely with Network Control and the Rail Operators' Service Control Center to manage incidents, communicate with stakeholders, ensuring the network is safely returned to normal service as soon as possible. The position also contributes to planning for a future Network Response Team in collaboration with the Customer and Operations Manager, supporting continuous improvement and resilience.

Field crews are line-managed through a separate Network Workforce function. The Network Response Specialist works in close partnership with the Network Workforce Team to ensure the right capability is available, deployed safely, and utilised effectively. The intention of this role is to remove the reactive elements of work from the maintenance and intervention teams, and the Network Response Specialist will work with the Network Workforce Team to ensure this is achieved.

Key Accountabilities

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

- Act as the primary coordinator for unplanned network disruptions and call-outs, ensuring timely and effective response.
- Work closely with Network Control and the Rail Operators' Service Control Center to manage incident response and recovery.
- Communicate promptly and accurately with internal teams and external stakeholders during disruptions.
- Populate and maintain systems and disruption records and reports, ensuring all details are accurate and up to date.
- Participate in operational forums and represent KiwiRail in discussions on disruption management and resilience.
- Support post-incident reviews and implement lessons learned to improve processes and reduce future impact.
- Contribute to the development and future planning of a Network Response Team, including processes and capability building.

Key challenges

- Managing incidents under time pressure while maintaining safety and accuracy.
- Balancing network recovery with minimising customer impact.
- Ensuring accurate and timely updates in systems during fast-moving events.
- Coordinating across diverse stakeholders with competing priorities.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Customer and Operations Manager		✓		
	Wellington Metro Leadership Team		✓	✓	✓
	Network Workforce Team			✓	
	SMEs within the Wellington Metro Team			✓	
	Network Control			✓	✓
	Internal service providers		✓	✓	
External	Transdev SCC			✓	✓
	Metlink			✓	
	Other external stakeholders (NZTA 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
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
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 · Understand and comply with procurement guidelines · Work with suppliers to ensure quality outcomes · Recognise how financial decisions impact KiwiRail's overall position
Incident Management and Recovery	<ul style="list-style-type: none"> · Coordinate response to unplanned disruptions and call-outs. · Execute incident response plans and ensure compliance with safety standards.
Stakeholder Communication	<ul style="list-style-type: none"> · Provide accurate updates to internal teams and external partners during disruptions. · Represent KiwiRail in operational forums focused on resilience and disruption management. · Provide internal and external stakeholders with detailed post-incident reports
Future Planning development	<ul style="list-style-type: none"> · Contribute to planning for a future Network Response Team, including processes and capability development.

Decision Making

The position is accountable for decisions that influence operational recovery and customer impact during disruptions. Key decision-making areas include:

- Escalation and coordination approaches during disruptions.
- Prioritisation of response actions to restore service quickly and safely.
- Recommendations for process improvements based on post-incident reviews.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	TBC
Budget (operating and capital)	TBC
Travel Delegations	Domestic travel as required
Statutory powers	Nil

Physical demands and the nature of work

- Primarily office-based with occasional site visits on or near the rail corridor.
- Occasional work outside normal hours for incidents and call-outs.
- Use of PPE during site visits; ability to work safely around rail operations.

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

- 3+ years in incident management, rail operations, or transport service delivery roles.
- Proven ability to coordinate responses under time pressure and maintain accuracy.
- Experience engaging stakeholders and managing conflicting priorities during disruptions.
- Familiarity with Maximo and reporting tools.
- Understanding safety management systems and regulatory compliance.

Ways of working / Work-related qualities

- Calm under pressure; effective in fast-moving operational contexts.
- Collaborative and politically aware; able to navigate differing priorities.
- Organised and detail-oriented; ensures data integrity during incidents.

Other Requirements

- Able to meet KiwiRail pre-employment and ongoing drug and alcohol screening requirements.
- Current full NZ driver's licence.
- Available to work 24/7 during incidents and call-outs.

Qualifications

- Tertiary qualifications in Operations Management, Transport, or a related field (or equivalent experience).
- Incident management or emergency response training is desirable.
- Health & Safety certifications are beneficial.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.