



## Network Workforce Manager

### Position Description

<b>Team:</b>	Wellington Metro Network	<b>Location:</b>	Wellington
<b>Reports to:</b>	General Manager Wellington Metro Network		
<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 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 Workforce Manager exists to ensure the workforce is supported, skilled, and ready to deliver by people capability, training, wellbeing, safety and workforce logistics across all operational teams. The role provides strategic influence across operational, commercial, and people domains, leading high-value workforce and commercial discussions that shape delivery outcomes and protect KiwiRail's reputation. You will develop and implement forward-thinking methodologies and ways of working that improve efficiency, resilience, and long-term network performance.

The Network Workforce Manager is the senior leader accountable for the Wellington Metro workforce, ensuring our people are safe, skilled, and ready to deliver. The role exists to build and sustain a capable, resilient, and engaged workforce by leading people capability, training, wellbeing, and workforce logistics across the network. It provides clear, timely workforce insight and practical support that enables effective operations, strengthens team performance, and ensures the right people with the right skills are in the right place at the right time.

In addition to workforce stewardship, the role drives continuous improvement in how work is done — across both people and equipment — fostering a culture of learning, development, and talent growth that supports long-term network performance and protects KiwiRail's operational and reputational outcomes.

### Key Accountabilities

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

- Exercise end-to-end accountability for the Wellington Metro workforce, providing senior leadership on safety, capability, wellbeing, and performance to support delivery across all operational and delivery functions.
- Provide strategic workforce direction across the Metro, ensuring the organisation has the capability, capacity, and leadership depth required to deliver current and future operational, maintenance, and capital programmes.
- Shape forward-looking workforce strategies, aligning capability development, training pipelines, and succession planning with long-term network investment, access strategies, and organisational priorities.
- Direct workforce planning at a network-wide level, aligning people, skills, rosters, and availability with operational demand, access windows, programme sequencing, and delivery risk across multiple functions and time horizons.
- Provide authoritative workforce insight and risk advice to senior leaders, including highly complex analysis on capability gaps, capacity constraints, fatigue, wellbeing, industrial risks and succession vulnerabilities that may impact delivery or reputation.
- Drive continuous improvement in ways of working, including how people, plant, and equipment are deployed, to improve productivity, reduce delivery risk and optimise whole-of-life value for KiwiRail.
- Build and sustain critical technical and leadership capability across the Metro, establishing clear development pathways, mentoring frameworks and succession plans for key crafts, supervisory and leadership roles.
- Influence strategy planning and investment decisions, ensuring workforce considerations are embedded early in programme development, access planning and major initiatives.
- Lead and develop the Network Workforce team as a centre of expertise, setting clear expectations, building specialist capability, and embedding high standards of leadership, planning and performance.
- Act as the operational interface to corporate people and commercial functions, translating corporate frameworks into practical, fit-for-purpose solutions that support safe, efficient, and reputationally sound delivery outcomes.
- Champion a culture of safety, professionalism, and continuous improvement, ensuring workforce practices support KiwiRail's values, regulatory obligations, and public reputation
- Work in partnership with the GM Auckland Metro Network and their wider team to develop and implement a consistent, metro-wide approach to workforce strategy, capability development, and deployment models,

enabling standardisation where appropriate, sharing of best practice, and improved flexibility and resilience across both Metro networks.

### Key challenges

- Balancing immediate operational demand with long-term capability development, ensuring today's delivery pressures do not undermine future workforce sustainability.
- Working to reduce high leave balances while also supporting delivery of a significant capital works programme.
- Building trust and clarity between operational leaders and corporate people systems, ensuring workforce processes enable rather than constrain delivery.
- Managing workforce availability and fatigue in a 24/7, access-constrained rail environment, while maintaining safety, wellbeing, and compliance.
- Lifting productivity and consistency across a diverse, multi-discipline workforce, without eroding craft pride or safety standards.
- Attracting, developing, and retaining critical skills in a competitive labour market and ageing workforce.
- Embedding a genuine learning and development culture, where people are supported to grow and progression is based on capability, not tenure alone.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	General Manager Wellington Metro Network		✓		
	Wellington Metro Leadership Team			✓	
	Network Workforce Team	✓			
	Network Maintenance Team		✓	✓	
	Network Intervention Team		✓	✓	
	Network Response Specialist		✓	✓	
External	RMTU			✓	✓
	NZTA			✓	✓
	Worksafe			✓	✓



## What you will do to contribute

---

### Health Safety and Wellbeing

- Provide strategic leadership to sustain a zero-harm culture across the Wellington Metro workforce.
- Ensure safety-critical competencies, authorisations, and standards are maintained to support high-consequence, network-critical work.
- Embed safety leadership, fatigue management, and wellbeing practices into workforce planning, training, and operational decision making.
- Use incident, assurance, and workforce data to identify systemic risks and drive targeted capability and safety improvements.
- Provide senior advice to leaders on workforce-related safety risks that may impact operational performance or KiwiRail's reputation.

---

### Customer Focus

- Align workforce capability and deployment with service reliability, access strategies, and customer expectations.
- Influence planning and investment decisions to ensure workforce readiness supports safe, reliable, and customer-focused outcomes.
- Support operational leaders to manage disruptions professionally, protecting customer confidence and KiwiRail's reputation.
- Use customer, operational, and workforce insights to shape forward-looking training and capability strategies.

---

### High Performing Teams Skills

- Provide strategic leadership to build a capable, resilient, and future-ready workforce across the Metro.
- Drive workforce capability programmes, including CPP and leadership development pathways.
- Coach and influence senior leaders on workforce performance, succession, and development strategies.
- Establish clear career pathways, capability frameworks, and succession plans for critical roles.
- Build a culture of professionalism, continuous learning, and high performance across all disciplines.

---

### Commercial Acumen

- Provide strategic workforce insight to support investment decisions, programme planning, and commercial outcomes.
- Balance staffing, training, leave, and overtime to maintain a right-sized, sustainable, and financially responsible workforce.
- Identify and manage workforce risks that could impact delivery, cost, industrial relations, or KiwiRail's reputation.
- Lead high-value workforce and resource discussions to optimise productivity, reduce delivery risk, and improve value for money.
- Ensure workforce strategies support long-term network performance and efficient use of resources.

---

### People Leadership

- Lead and champion safety and wellbeing, professional and personal development, inclusiveness and diversity, and the creation and maintenance of a professional, solution focused, positive and high-performing team culture.
  - Develop and maintain a forward-looking resource and capacity plan required to effectively deliver.
- 



- 
- Manage the capacity and capability of the Maintenance team to provide sufficient capacity and expertise, enabling delivery and operational objectives to be met or improved on.
  - Take accountability for the full employee lifecycle of tasks for direct reports, including recruitment, talent management, development and resolution of employment matters, performance and conduct related, with the support of the Human Resources team.
  - Establish clear direction, accountabilities and expectations and monitor and review personnel performance and accountabilities, promote improvement and support any areas of concern.

---

**Role specific domain**

- Maintain enterprise-level assurance over competency, authorisation, and workforce readiness across the Metro.
  - Ensure plant, equipment, and workforce compliance supports safe delivery of high-consequence work.
  - Provide authoritative reporting and insight on workforce capability, risks, and readiness to senior leaders.
  - Drive initiatives that reduce operational risk, improve safety performance, and protect network reliability.
  - Lead the development of forward-thinking workforce systems, data, and processes that support long-term capability and performance.
- 



## Decision Making

The position is accountable for strategic decisions related to workforce capability, capacity, deployment, and long-term readiness across the Wellington Metro. The role provides senior, authoritative advice to operational and executive stakeholders on workforce strategy, delivery risk, and capability investment, ensuring safe, reliable, and reputationally sound network performance. Key decision-making requirements of the position include:

- Strategic workforce deployment: Determining the medium-term and long-term capability, capacity, and leadership requirements of the Metro workforce to support operational, maintenance, and capital delivery programmes.
- Resource prioritisation: Making high-consequence decisions on the allocation of critical workforce resources across competing operational, maintenance, and project demands.
- Workforce investment and capability strategy: Deciding where to invest in training pipelines, leadership development, succession planning, and specialist skills to support future network requirements.
- Commercial and workforce trade-off: Leading discussions on resourcing strategies, including make-or-buy decisions, overtime versus recruitment, and the use of external providers, balancing cost, risk, performance, and reputational impact.
- Delivering risk and readiness: Identifying and acting on workforce-related risks that may impact safety, programme delivery, service reliability, or KiwiRail's public and regulatory reputation.
- Workforce Planning Inputs: Influencing access strategies, programme sequencing, and major investment decisions to ensure workforce capability and capacity are embedded in planning from the outset.
- Industrial and Wellbeing Risk: Determining appropriate actions to manage fatigue, workforce sustainability, industrial risks, and wellbeing issues that may affect operational continuity.
- Adoption of workforce systems and methodologies: Approving workforce planning tools, assurance frameworks, and ways of working that improve productivity, safety, and long-term network performance.

<b>Human Resources Delegations</b>	People Leader
<b>Direct reports</b>	7-8
<b>Finance Delegations</b>	Level 6: Budgeted Operating Expenditure and Capital Expenditure \$250k.
<b>Budget (operating and capital)</b>	\$20M+ per annum
<b>Travel Delegations</b>	Yes approves national travel
<b>Statutory powers</b>	Nil

## Physical demands and the nature of work

This role is physically demanding and requires:

- periods of standing and walking during site visits, inspections and supervision of works.
- working in various weather conditions and environments
- protective equipment usage including safety boots, hard hats, eye/ear protection

*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 12+ years' experience in leading people to deliver infrastructure works
- You have managed competencies, tickets and safety-critical work.
- You have coordinated training and development with internal and external providers.
- You are used to working with rosters, leave balances, workforce data, and managing succession planning effectively.
- You have strong demonstrable experience in leading a diverse workforce

### Ways of working / Work-related qualities

- You put safety first in all workforce decisions.
- You are organised and keep on top of multiple deadlines.
- You build strong relationships with leaders and front-line teams.
- You communicate clearly and turn data into simple actions.
- You handle sensitive information with discretion.
- You look for better, simpler ways of doing things.
- You can influence others without formal authority.

### Other Requirements

- You can work in outdoor and operational environments when required.
- You can meet required medical, drug and alcohol, and background checks.
- You are comfortable wearing PPE and following all site access rules.
- You have a current and valid NZ driver's licence.
- You are comfortable using MS Office and collaboration tools.

### Qualifications

- You have a relevant tertiary qualification (e.g. Engineering, Business, HR, or similar), or have equivalent experience.
- You are open to further training in workforce planning, L&D or change.
- You are willing to complete required health and safety training.

**CREATING  
STRONGER  
CONNECTIONS**