



# People and Performance Partner

## People and Capability

Team:	People and Capability	Location:
Reports to:	People and Performance Practice Lead	
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 People and Performance Partner provides operational HR advice and services across the organisation, partnering with managers and employees to support the delivery of business outcomes. The role has a particular focus on supporting Tier 4 and below leaders, helping them to manage people-related matters confidently and effectively. Acting as a key liaison between HR functional teams and the business, the People and Performance Partner enables capability building, culture alignment, and performance improvement while fostering a safe, inclusive, and engaged workplace. This role also supports the implementation of HR initiatives, policies, and change programmes across the business and delivers day-to-day HR casework and performance management support.

### Key Accountabilities

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

- Provide trusted and timely day-to-day HR advice to Tier 4 and below managers and employees across the full employee lifecycle.
- Support managers in addressing performance, conduct, and employment relations matters, including casework and investigations.
- Build effective relationships across the business to ensure HR solutions meet operational needs and support a high-performing and engaged workforce.
- Contribute to the design and implementation of HR strategies, initiatives, and programmes to support business transformation and cultural development.
- Facilitate and support employee relations in partnership with union representatives, ensuring fair and constructive outcomes.
- Collaborate with the wider team to implement and embed policies, frameworks, and processes across all operational areas
- Promote and uphold KiwiRail's values, health and safety standards, and diversity and inclusion practices across all aspects of people management.

### Key challenges

- Supporting Tier 4 and below managers across geographically dispersed teams with consistent, practical HR advice.
- Managing a high volume of employee casework while balancing day to day priorities and ongoing initiatives.
- Supporting business transformation and change initiatives in a complex, unionised environment.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	People and Performance Practice Lead		✓	✓	
	Tier 4 and below leaders		✓	✓	✓
	Wider People Partnering and P&C Team			✓	✓

	Centres of Expertise (e.g., Recruitment, HRIS, L&D, Employment Relations)		✓	✓	
	Health, Safety and Wellbeing team		✓	✓	
External	Union representatives		✓		
	Employment legal and advisory professionals		✓	✓	
	Government agencies (ie MBIE)		✓	✓	



## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Lead by example and promote a culture of Safety and Wellbeing.</li> <li>• Support managers in addressing health and safety matters affecting their teams.</li> <li>• Ensure HR processes and practices support health, wellbeing, and compliance obligations.</li> <li>• Promote employee assistance and wellbeing support services.</li> <li>• Participate in and promote safety conversations and awareness campaigns.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Build trusted relationships with Tier 4 and below managers and understand their operational needs.</li> <li>• Deliver responsive, customer-focused HR support that improves the employee experience.</li> <li>• Collaborate with leaders to develop people strategies aligned with business goals.</li> <li>• Use feedback to continuously improve HR service delivery.</li> <li>• Help managers navigate HR processes with confidence and efficiency.</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Coach and support Tier 4 and below leaders in building and managing their teams.</li> <li>• Maintain constructive relationships with union delegates/Organisers to support managers with early resolution of people issues where possible.</li> <li>• Provide clear guidance on performance expectations, feedback, and development.</li> <li>• Facilitate the resolution of people issues, including casework and investigations.</li> <li>• Promote inclusion, fairness, and psychological safety in all people practices.</li> <li>• Support engagement strategies and initiatives to improve team culture and performance.</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Provide advice that considers the business, legislative, and cost implications of people decisions.</li> <li>• Support workforce planning, job design, and productivity improvements.</li> <li>• Maintain awareness of industrial agreements and manage associated risks.</li> <li>• Monitor and report on key HR metrics and trends affecting business outcomes.</li> <li>• Contribute to effective change management and continuous improvement initiatives.</li> </ul>
<b>HR Functional Expertise</b>	<ul style="list-style-type: none"> <li>• Deliver consistent and accurate HR advice aligned with employment law, KiwiRail policy, and industrial agreements.</li> <li>• Manage employee casework, ensuring accurate documentation and procedural fairness.</li> <li>• Support HR projects and initiatives, including change programmes and policy implementation.</li> </ul>

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- Maintain up-to-date knowledge of employment and health and safety legislation.
  - Ensure data quality in HR systems and support reporting and analytics activities.
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## Decision Making

This position is accountable for day-to-day operational decisions relating to the provision of HR advice, casework, and process guidance, in accordance with KiwiRail policy and frameworks. The role provides guidance to Tier 4+ managers on people matters and escalates more complex or sensitive issues to the Principal HR Business Partner or HR Centres of Expertise.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	Nil
<b>Finance Delegations</b>	Level 9   Nil Capex
<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 strong knowledge of HR practices, processes, and employee relations.
- You bring 4–6 years of generalist experience in HR advisory or business partnering roles.
- You have a sound understanding of NZ employment and health and safety legislation.
- You are confident in handling casework, performance management, and investigations.
- You have experience supporting operational managers across varied business units.

### Ways of working / Work-related qualities

- You prioritise safety and confidently address risks and unsafe behaviours.
- You communicate clearly and adapt your message to your audience.
- You remain calm and resilient when managing sensitive or challenging issues.
- You collaborate effectively, build trust, and support your team and stakeholders.
- You seek continuous improvement and deliver high-quality, practical HR support.

### Other Requirements

- You can pass regular drug and alcohol screenings.
- You have a current and valid NZ driver's licence.
- You are available to travel nationally when required.

### Qualifications

You need either:

- You have a relevant tertiary qualification in human resources or a related field
- You have relevant experience that demonstrates equivalent capability