



# Programme Coordinator - RNIP

## Position Description

Team:	Integrated Delivery Planning and Performance (IDPP)	Location:	Wellington
Reports to:	Programme Manager		
Role Type:	Permanent		

## About Us

### KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people. For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

### 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.



Health, safety and wellbeing is our number one priority. Good safety is good business

## About the Role

### Purpose of the role

The Rail Network Investment Programme (RNIP) sets out a three-year investment programme and a 10-year investment forecast for the national rail network – the thousands of kilometers of track and associated infrastructure such as signals, tunnels, and bridges, that provide the network for rail freight and passenger services in New Zealand.

This RNIP sets out the tranches of work to ensure the country has a reliable, resilient, and safe rail network. RNIP Programme is a package of rail infrastructure renewals, upgrades, and improvement projects across the entire rail network. RNIP Programme Delivery team is responsible for successful delivery of the RNIP Operational works and budgets.

This role will be working closely with various internal stakeholders to ensure an integrated approach to works delivery is achieved. Along with the typical duties of the Programme Coordinator, the role will play a pivotal role in navigating the intricate landscape of complex, strategic and multi-year programmes. Your primary responsibility will be to facilitate the governance framework, ensuring seamless coordination and strategic alignment across all aspects of the programme. This will include liaising with various stakeholders including and not limited to various Delivery Groups, Engineering, Planning, Asset Management and Finance. The position will deliver project management as a basic part of their role, including project and financial administration.

Health and Safety is 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

- Coordinating multiple teams (engineering, delivery, inventory, finance) information and integrating their plans into a unified delivery approach to present to the required levels.
- Maintaining compliance with formal processes and RNIP requirements while operating in a fast-paced, constantly evolving programme environment.
- Identifying and responding to risks and potential delays in real-time while balancing multiple deadlines and dependencies.
- Achieving alignment between operational delivery and broader strategic objectives, particularly with external policies and funding frameworks.
- Ensuring robust governance and documentation while staying agile enough to respond to emerging issues and opportunities.
- Tracking meaningful outcomes and ensuring that anticipated programme benefits are realised, measured, and sustained.

### Key challenges

- Difficulty in aligning priorities, timelines, and information across engineering, delivery, finance, and asset teams—especially when regional and national teams operate at different paces or have different priorities.
- Balancing long-term strategic goals (e.g., policy requirements, benefits realisation) with day-to-day delivery pressures can result in misaligned focus or resource constraints.
- Implementing change across multiple regions or teams can face resistance, especially if the rationale or benefits, processes aren't clearly communicated or well understood.
- Programme-level work involves shifting priorities, unclear scope, or evolving requirements—creating challenges in decision-making and planning.

- Maintaining consistent, reliable documentation and reporting is difficult when inputs come from multiple sources and systems with varying levels of maturity and quality.
- It can be challenging to define, measure, and track real-world benefits over time—especially when projects are handed over to BAU teams or when benefits are long-term.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	GM IDPP		✓		
	Programme Manager - RNIP		✓	✓	
	Business Performance Manager - Infra		✓	✓	
	National Planning Manager			✓	✓
	Project Interface Managers			✓	✓
	Project Engineer			✓	✓

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Promote a culture of safety and wellbeing within your team</li> <li>• Support team members' physical and mental health</li> <li>• Ensure compliance with all relevant rail safety standards, procedures, and statutory obligations.</li> <li>• Take personal responsibility for your own safety and the safety of others in your work environment, including contractors and visitors.</li> <li>• Proactively identify, report, and manage any safety or environmental hazards to your manager.</li> <li>• Adhere to KiwiRail's health and safety policies, promoting wellbeing for yourself, colleagues, and the public.</li> <li>• Report all accidents and incidents to your supervisor within one hour.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Provide a positive customer experience</li> <li>• Support a customer-focused culture at KiwiRail</li> <li>• Know our services well and explain them to customers</li> <li>• Respond quickly to customer needs</li> <li>• Develop solutions to meet customer requirements</li> <li>• Solve complex customer issues</li> <li>• Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Set clear performance standards aligned with KiwiRail's goal</li> <li>• Build a supportive and cooperative team environment</li> <li>• Provide timely and constructive feedback</li> <li>• Actively seek diverse perspectives in problem-solving</li> <li>• Identify opportunities for coaching and mentoring</li> </ul>
<b>Programme and Project Coordination</b>	<ul style="list-style-type: none"> <li>• Coordinate across regional infrastructure, delivery, engineering, inventory (including prefab), and PDT teams to ensure seamless and integrated project execution.</li> <li>• Oversee all phases of project delivery, from initiation to completion, ensuring deadlines, milestones, and processes are met.</li> <li>• Support the programme team in completing tasks and managing deliverables.</li> <li>• Assist the Programme Manager with accurate and timely financial reporting, including accruals, forecasts, and variance analysis.</li> <li>• Monitor and report significant trends in programme performance.</li> <li>• Maintain and update programme management plans and documentation with input from key personnel.</li> <li>• Support contract administration, including purchase orders, invoices, payments, and claims processing.</li> <li>• Provide general administrative support to the programme and project management team as needed.</li> </ul>
<b>Strategic Planning and Analysis</b>	<ul style="list-style-type: none"> <li>• Provide strategic input for rail and transport policies (e.g., Future of Rail, GPS).</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to RNIP strategic direction, priorities, and development of key programme documents.</li> <li>• Monitor compliance with RNIP KPIs and ensure key deliverables are met.</li> </ul>
<b>Change Management and Process Compliance</b>	<ul style="list-style-type: none"> <li>• Ensure adherence to agreed change management and delivery processes under RNIP.</li> <li>• Identify and manage programme and project impacts and outcomes.</li> <li>• Maintain oversight of funding arrangements and coordinate budget code alignment with Finance and Asset Management teams.</li> </ul>
<b>Risk, Governance, and Performance</b>	<ul style="list-style-type: none"> <li>• Identify potential schedule delays and proactively implement interventions.</li> <li>• Manage delivery risks, escalate issues when needed, and implement mitigation strategies.</li> <li>• Strong understanding of governance, risk, and fast-paced delivery environments.</li> </ul>
<b>Monitoring, Evaluation, and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Devise strategies to evaluate performance, monitor improvements, and enhance efficiency.</li> <li>• Track benefits realization and support knowledge management through lessons learned.</li> <li>• Champion continuous improvement to foster a culture of innovation, focus, and proactive delivery.</li> <li>• Maintain strong alignment with project, programme, and KiwiRail policy objectives.</li> <li>• Promote collaboration across regional teams, Centres of Excellence, and wider KiwiRail business units.</li> </ul>
<b>Documentation and Reporting</b>	<ul style="list-style-type: none"> <li>• Generate and manage all project documentation including contracts, change requests, reports, and registers (risk, issues, benefits, milestones, lessons learned, communications, scope).</li> <li>• Maintain a historical data database and produce clear, coherent reports.</li> </ul>

## Decision Making

This role is expected to exercise sound judgment and take ownership of day-to-day operational decisions that support the successful delivery of the Rail Network Investment Programme (RNIP). Operating within established programme frameworks, policies, and delegated authority, the role has autonomy to act on matters relating to financial tracking, programme reporting, safety compliance, and coordination across delivery functions.

While strategic or high-value decisions are escalated to the Programme Manager or relevant governance forums, the role is instrumental in identifying risks, initiating early interventions, and providing robust data and insights to inform decision-making across the programme.

### Key Decision-Making Responsibilities:

- Make independent decisions regarding programme and financial reporting accuracy, documentation management, and delivery coordination.
- Identify delivery risks and process issues, and take appropriate action or escalation as required.
- Facilitate cross-functional collaboration and ensure alignment with project and programme objectives.
- Recommend improvements to processes, systems, and programme documentation to enhance efficiency and compliance.
- Escalate decisions outside delegated authority (e.g., significant scope or budget changes) to the Programme Manager.
- Provide informed recommendations and analysis to support governance, assurance, and benefit realisation processes.

<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

- 5+ years of experience in the construction or railway industry, leading or supporting capital works projects or programmes (e.g., project coordination, professional services administration).
- Expertise in Primavera P6, Microsoft Project, and other project management tools.
- Experience in analysing, evaluating, and solving problems related to risks and unplanned supply disruptions.
- Knowledge of process mapping software (e.g., MS Visio, ProMapp).
- Experience with basic project planning and management tools.

### Ways of working / Work-related qualities

- Confident and personable, with excellent communication, leadership, writing, and facilitation skills.
- Ability to influence, guide, and lead projects by building credible relationships.
- Meticulous accuracy and diligence in all tasks.
- Adaptability to shifting priorities, demands, and timelines.
- Ability to work effectively without detailed supervision, in an ambiguous and changing environment.
- Able to remain calm and professional in stressful situations and manage difficult people effectively.
- Highly organized and detail-oriented.
- Customer-focused, driven to exceed service delivery expectations.
- Values-driven, consistently demonstrating honesty, integrity, and professionalism.
- Team-oriented, able to fit into a collaborative programme culture, and work effectively with suppliers and contractors.
- Driven and enthusiastic, able to inspire and motivate others.

### Other Requirements

- Ability to make quick, safe, and efficient decisions under pressure.
- Experience attending and actively participating in project planning and programming meetings, and the ability to convene and chair meetings when required.
- Responsible for agreeing and assisting with the implementation of communications strategies for programmes.
- Ability to identify and develop areas of personal and professional improvement.
- Implement, review, and monitor adherence to project management standards and procedures.

### Qualifications

You need either:

- Tertiary Qualification in Engineering or Business and Commerce
- You have a post tertiary education experience
- You hold relevant industry certifications

**CREATING  
STRONGER  
CONNECTIONS**

