



Programme Delivery Administrator

Position Description – Infrastructure

Team:	Project Delivery Team	Location:	Auckland or Wellington
Reports to:	Programme Director		
Role Type:	Fixed Term		

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 Programme Delivery Administrator plays a critical role in supporting the successful delivery of KiwiRail's strategic investment programme. Embedded within Infrastructure's Project Delivery Team (PDT), this role provides high-level administrative and operational support to programme and project teams. It ensures the smooth coordination of programme activities, including document control, scheduling, procurement, finance, and risk assurance. The role contributes to the development of smart assets and connected networks that enable customer success and support KiwiRail's long-term objectives.

Key Accountabilities

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

- Coordinate and manage programme documentation, registers, and reporting packs for governance and stakeholder engagement.
- Maintain and update KiwiRail systems (e.g., ORA, KLE, JADE, Predict) to ensure data accuracy and availability.
- Provide specialist support in document control and information management, ensuring compliance with standards.
- Assist with programme scheduling and planning activities, including Earned Value Analysis and metrics reporting.
- Act as SharePoint and MS Teams superuser, supporting digital collaboration and system configuration.
- Support decision-making through data gathering, analysis, and presentation of insights to stakeholders.

Key challenges

- Managing multiple administrative streams across complex programmes with tight deadlines and evolving priorities.
- Ensuring consistency and accuracy in documentation and data across various systems and platforms.
- Supporting diverse stakeholders with varying levels of technical understanding and information needs.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Programme Director		✓	✓	✓
	Senior Project Managers		✓	✓	
	Project Managers		✓	✓	
	Consultants and Contractors				✓
	Project Engineers		✓	✓	
	Infrastructure Engineering			✓	
	Regional Staff			✓	

External	Project Team				✓
	Customer & Growth			✓	✓
	Other KiwiRail Business Units			✓	✓
	External Stakeholders				✓
	External Clients				✓

What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others. You follow through on commitments, acting with integrity in all situations. You are confident in challenging unsafe behaviours and have courageous safety conversations. You adhere to KiwiRail's health and safety requirements and proactively support wellbeing initiatives.
Customer Led	<ul style="list-style-type: none"> You build rapport with internal and external stakeholders, ensuring their needs are understood and met. You deliver high-quality outcomes that benefit both customers and the organisation. You act on feedback to improve service delivery and stakeholder engagement. You promote collaborative working to enhance customer experience.
Commercial Acumen	<ul style="list-style-type: none"> You support procurement and financial processes with accuracy and attention to detail. You contribute to budget tracking and reporting, ensuring alignment with project objectives. You understand the implications of financial decisions and escalate appropriately. You ensure compliance with KiwiRail's financial policies and delegated authority limits.
Digital Fluency and Innovation	<ul style="list-style-type: none"> You stay up to date with new technologies and adapt readily to using them. You proactively suggest improvements to work processes and systems. You provide advice and training on digital tools such as SharePoint and MS Teams. You find creative solutions to work challenges and aren't afraid to try new approaches.

Decision Making

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

Key decision-making requirements of the position include:

- Programme administration decisions
- Document control decisions
- System management decisions

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	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 at least 5 years' experience in a similar role within a large or complex organisation.
- You're skilled in SharePoint administration and information management principles.
- You understand technical and business documentation processes and practices.
- You're familiar with New Zealand information legislation and standards.
- You have hands-on experience with MS Office, MS Project, and electronic document management systems.
- You're confident in data organisation, editing, and reconciliation tasks.

Ways of working / Work-related qualities

- You communicate clearly and confidently, tailoring your approach to different audiences.
- You remain adaptable and composed when circumstances change.
- You take ownership of challenging goals and proactively seek opportunities.
- You collaborate effectively with colleagues and contribute positively to team outcomes.
- You use sound judgement and attention to detail in decision-making and problem-solving.

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- You have a tertiary qualification in business administration, or equivalent relevant experience.
- Additional qualifications in records and information management, project management, or Microsoft Office certifications are desirable.

