



Risk Manager

Position Description

Team:	Wellington Metro	Location:	Wellington
Reports to:	Commercial and Performance 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

The Risk Manager – Commercial and Operations (Wellington Metro) is responsible for proactively identifying, assessing, and managing risks across the Wellington Metro network and associated capital projects. The role ensures operational resilience, safety, and compliance by embedding robust risk management practices into day-to-day operations and project delivery. Acting as a key advisor to the Commercial and Performance team, the Risk Manager provides integrated risk reporting, supports governance processes, and fosters a culture of risk awareness to enable informed decision-making and continuous improvement.

This role takes a high-engagement, field-connected approach to risk management, focusing on building trust, surfacing real concerns early, and turning insight into practical action — rather than relying solely on formal workshops and documentation.

Key Accountabilities

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

- Identify, assess, and monitor operational, delivery, and system risks impacting network reliability, safety, customer outcomes, and performance, drawing insight from direct conversations as well as formal data sources.
- Maintain, update, and curate network and delivery risk registers, ensuring they reflect real, current exposure rather than theoretical or historical risks, and that ownership and controls are clear and active.
- Apply risk management principles across capital projects, including during procurement, design, and delivery, ensuring risks are understood early and actively managed through the project lifecycle.
- Consolidate network and project risk profiles to provide a clear, joined-up view for senior leaders and governance boards, highlighting interactions, compounding risks, and system-level exposure.
- Prepare accurate, insight-led monthly risk reporting, focusing on trends, movement, and effectiveness of controls rather than static lists of risks.
- Monitor contingent risk positions and provide practical input into budgeting, forecasting, and prioritisation decisions.
- Facilitate targeted risk workshops where they add value, using them selectively to explore complex or cross-cutting risks rather than as a default mechanism.
- Ensure compliance with KiwiRail risk management policies, frameworks, and statutory obligations, while applying professional judgement to keep processes proportionate and fit for purpose.

Key challenges

- Overcoming perceptions that risk management is “extra work” rather than a value-adding activity.
- Making risk management practical and relevant for operational teams
- Balancing local operational needs with corporate governance expectations
- Prioritizing and consolidating both operational network risks and capital project risks for clear reporting and decision-making.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	General Manager - Wellington Metro				✓
	Commercial and Performance Manager		✓		
	Commercial and Performance Team			✓	
	Wellington Metro Teams (Operational and Delivery)			✓	
	Engineering Team			✓	
	KiwiRail PMO			✓	✓
	Risk, Change and Assurance Team			✓	
External	Supply Chain Delivery Partners			✓	
	Funders/delivery partners – GWRC and NZTA		✓	✓	

What you will do to contribute

Health Safety and Wellbeing

- Lead by example in safety leadership and champion KiwiRail's Care & Protect value.
- Implement safety procedures and ensure team compliance
- Embed risk management into safety procedures and ensure compliance across operations and projects.
- Analyse operational and project-related risks to identify safety hazards and develop mitigation strategies.
- Promote a proactive safety and wellbeing culture by integrating risk awareness into daily activities.
- Respond effectively to safety-related incidents and near-misses
- Support team members' physical and mental health

Customer Focus

- Provide a positive customer experience
- Help foster a positive profile for the Wellington Metro team, and the initiatives developed.
- Ensure risk management practices support reliable service delivery and positive customer outcomes.
- Collaborate with teams to develop strategies to mitigate risks and impacts to customers.
- Communicate risk-related impacts clearly to internal and external stakeholders.

High Performing Teams Skills

- Support a culture of accountability, collaboration, and continuous improvement.
- Promote KiwiRail values and engagement across teams
- Build risk awareness and capability within teams through coaching and mentoring.
- Set clear expectations for risk identification and reporting aligned with KiwiRail's governance standards.
- Encourage diverse perspectives in risk assessment and mitigation planning.
- Provide constructive feedback on risk management practices and support continuous improvement
- Work alongside operational and delivery teams to co-design practical mitigation strategies, particularly for service disruption, asset failure, access constraints, severe weather, and third-party impacts.

Commercial Acumen

- Understand and comply with procurement guidelines
 - Assess financial implications of risks and mitigation strategies on projects and operations.
 - Ensure risk considerations are factored into procurement and contract management decisions.
 - Work with suppliers and contractors to manage commercial risks and deliver quality outcomes.
 - Understand how risk-related decisions impact KiwiRail's financial position and long-term sustainability.
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Risk Management

- Apply and adapt appropriate risk management frameworks for both operational and project environments, while taking a high-engagement approach.
- Identify, forecast, and prioritise risks, issues, and opportunities across the Wellington Metro network and capital projects.
- Maintain and update risk registers, ensuring timely escalation of critical risks to governance boards.
- Work with the Senior Quantity Surveyor and others to obtain cost support as part of the risk management process.
- Maintain and update risk data within ARM, ensuring compliance with PMO assurance processes.
- Align risk management practices with asset management policies and frameworks to support network resilience.
- Embed risk thinking into day-to-day decision-making, supporting teams to consider risk when planning work, sequencing activities, managing access, and responding to change — rather than treating risk as a separate compliance activity.

Reporting

- Prepare accurate, insight-led monthly risk reporting, focusing on trends, movement, and effectiveness of controls rather than static lists of risks.
- Maintain risk data and reporting within ARM, ensuring information is accurate, current, and aligned with KiwiRail standards and frameworks.

Relationship Management

- Build trusted relationships across Wellington Metro by regularly engaging one-on-one with leaders, supervisors, and frontline staff to understand what worries them, what keeps them awake at night, and where they see emerging risk. Translate informal concerns into clear, actionable risks, ensuring they are appropriately described, owned, assessed, and monitored — without over-bureaucratising the process.
 - Provide practical coaching and guidance to operational and delivery teams on identifying, articulating, and managing risk in their own work.
 - Actively promote a culture of open, proactive risk conversations, where raising concerns is encouraged, listened to, and acted on.
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Decision Making

The position does not hold formal decision-making authority for operational or project changes. Instead, the Risk Manager is accountable for:

- Exercising professional judgment in assessing risks and issues.
- Providing clear, evidence-based advice and recommendations to decision-makers.
- Ensuring timely escalation of risks that exceed agreed thresholds or tolerance levels.
- Maintaining accurate and transparent risk reporting to support governance and enable sound decision-making.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Level 5: Nil Operating Nil Capex
Budget (operating and capital)	\$150M+ per annum
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is primarily office-based but requires regular engagement in field environments and operational settings. It involves:

- Prolonged periods of computer-based work
- Attendance at operational sites, depots, and work locations
- Regular travel across the network

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

- Significant experience working in complex, operational environments (e.g. rail, infrastructure, construction, utilities, or similar), where safety, reliability, and delivery pressures coexist.
- Demonstrated experience identifying, understanding, and managing risk in practice, even if this has not been your formal job title (e.g. through operational leadership, project delivery, engineering, planning, safety, or assurance roles).
- Working knowledge of ARM or similar risk management software tools is desirable.

Ways of working / Work-related qualities

- You demonstrate strong safety leadership and personal accountability
- A strong ability to build trust and credibility with frontline teams, supervisors, and leaders, and to have open, constructive conversations about what could go wrong.
- Strong analytical thinking and judgement, with the ability to turn informal concerns and observations into clear, practical risk insights that support decision-making.
- Confidence working across disciplines and levels of the organisation, with the ability to influence without authority.
- You communicate clearly and confidently at all organisational levels
- You're pragmatic and practical, focused on helping the organisation manage real risk rather than producing perfect artefacts.
- You take a high-engagement, people-centred approach, preferring conversations and observation over checklists and workshops.

Other Requirements

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

Qualifications

You need:

- A relevant qualification or equivalent practical experience in engineering, construction, operations, safety, risk, or a related discipline.

Desirable but not essential:

- A relevant degree in engineering risk management, engineering, or commerce
- Risk management industry membership or a recognised accreditation.