



Risk and Change Manager - Infrastructure

Position Description

Team:	Infrastructure	Location:	Wellington (or as required)
Reports to:	GM Integrated Delivery Planning and Performance		
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 Risk and Change Manager leads and embeds effective risk management and change control practices across rail infrastructure planning and delivery. The role ensures strategic, programme, operational, and safety risks are identified, assessed, and managed proactively. It governs all infrastructure-related changes through a transparent, structured, and value-focused process, ensuring alignment with funding, safety, customer requirements, and KiwiRail's strategic priorities.

Key Accountabilities

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

- Lead the implementation of risk management practices across all rail infrastructure projects and programs, aligned to SHE and enterprise frameworks.
- Provide actionable risk insights to support leadership decision-making.
- Develop and maintain the asset and programme-level risk management framework for Infrastructure.
- Lead risk identification and assessment workshops and ensure risks are escalated, reported, and tracked through governance forums.
- Drive structured change initiatives aligned with the Enterprise Change Management framework.
- Serve as the **approval gatekeeper** for all infrastructure changes, including engineering standards, material specifications, codes, and operational processes.
- Assess the impact of changes, confirm implementation plans, and ensure effective dates are agreed before approval.
- Monitor and enhance change adoption and effectiveness across the infrastructure portfolio.
- Integrate risk and change considerations into project planning, execution, and close-out.
- Manage the central change register and provide monthly change insights and trends to senior leadership and funding stakeholders.
- Partner with programme, engineering, and commercial teams to assess changes and facilitate informed decisions.
- Facilitate workshops and forums to build awareness and capability in risk and change practices.
- Provide assurance and expert advice to delivery teams to ensure projects operate within risk appetite and deliver on time, scope, and budget.
- Develop and implement tools, templates, and processes to standardize risk and change across projects.
- Coach and mentor teams in risk and change management best practices.

Key challenges

- Embedding consistent and proactive risk and change practices across Infrastructure.
- Balancing competing priorities of schedule, cost, safety, and customer outcomes within constrained budgets.
- Managing resistance to change while ensuring compliance with governance frameworks and safety protocols.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	GM Integrated Delivery Planning and Performance		✓	✓	✓
	Chief Infrastructure Officer		✓		✓
	Infrastructure Leadership Team			✓	✓
	Asset Management and Engineering			✓	✓
	Health, Safety and Wellbeing			✓	✓
	Transformation Office			✓	✓
External	Key contractors and suppliers			✓	✓
	Governance forums including RAAC, HSEC, RGB, and Change Governance Boards		✓	✓	✓
	Funding stakeholders			✓	



What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Ensure Safety in Design principles are embedded into risk and change processes. • Comply with SHE Management of Change protocols for infrastructure delivery. • Promote a culture of Zero Harm by ensuring risks are identified and mitigated. • Hold teams accountable for safe and responsible change practices.
Customer Focus	<ul style="list-style-type: none"> • Assess change impacts on customer experience and ensure alignment with requirements. • Communicate change outcomes clearly and transparently to stakeholders. • Partner with delivery teams to ensure customer considerations are integrated into planning. • Support governance forums with accurate information on risks and change impacts.
High Performing Teams Skills	<ul style="list-style-type: none"> • Coach and mentor project and operational leaders in risk and change best practice. • Facilitate workshops and forums that build organisational capability in risk and change. • Drive collaboration across functions to resolve risk and change challenges. • Share lessons learned and embed continuous improvement practices
Commercial Acumen	<ul style="list-style-type: none"> • Ensure all risks and changes are evaluated for financial impact and alignment with budgets. • Provide clear, data-driven reporting to senior leadership and funding partners. • Use tools such as Power BI, CAMMS, and ARM to support financial and operational decision-making. • Facilitate robust commercial discussions on change approvals.
Risk and Change Leadership	<ul style="list-style-type: none"> • Lead the development of Change Management Plans and ensure traceability from request to implementation. • Monitor change effectiveness and address resistance through engagement strategies. • Conduct post-implementation reviews and capture lessons for future improvements. • Champion innovation in risk and change practices using digital tools.

Decision Making

Key decision-making requirements of the position include:

- Risk identification, escalation, and response planning.
- Approval and governance of change initiatives within agreed frameworks.
- Recommendations to governance forums on major risks and changes.
- Methods, tools, and processes applied across the risk and change portfolio.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	TBC
Budget (operating and capital)	As agreed in the Business Plan
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is primarily office-based and requires:

- Prolonged periods of sitting and high computer use.
- Occasional travel to project sites and governance meetings.
- Ability to manage the demands of a fast-paced environment with multiple stakeholders.

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 deep knowledge of risk management and change management frameworks.
- You have experience in infrastructure risk and change management governance.
- You understand Safety in Design principles, and SHE change protocols.
- You have strong stakeholder engagement and communication skills.
- You are proficient in CAMMS, ARM, Power BI, and change management tools.

Ways of working / Work-related qualities

- You lead your team to identify and address safety hazards.
- You seek out diverse perspectives and incorporate them into decisions.
- You communicate with enthusiasm and tailor your messages to different audiences.
- You guide your team through challenges, ensuring they remain positive and productive.
- You take ownership of team goals and foster a results-driven environment.
- You encourage continuous learning and improvement across your team.

Other Requirements

- You can pass regular drug and alcohol screening.
- You hold a current and valid NZ driver's licence.
- You can travel domestically as required.

Qualifications

You need either:

- A relevant tertiary degree in risk, business, engineering, or project management, or
- Equivalent experience in infrastructure risk and change management.

