



Senior Investigator

Position Description –

Team:	Safety, Health & Wellbeing	Location:	Any KR Depot , On call and travel as required
Reports to:	SHW Investigation 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

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The purpose of the Senior Investigator is to implement investigation policy and procedures, conduct high level investigations and to provide expert support and mentoring in relation to safety investigations. This role is also responsible for developing , supporting and ensuring sustained safety investigation capability is occurring within the business.

You will be a subject matter expert in safety investigations, maintaining best practices, ensuring regulatory compliance, and supporting standardised investigation tools and planning across the organisation.

Key Accountabilities

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

- Lead investigations into significant safety incidents and near misses, applying ICAM methodology and ensuring timely, high-quality outcomes.
- Coordinate and support teams, working with business units and SHW partners to embed consistent investigation practices and build capability.
- Deliver training and continuous improvement, enhancing standards and integrating learnings into safety initiatives and programs.
- Analyse and report findings, maintaining accurate records, supporting corrective actions, and promoting a Just and Fair Culture.

Key challenges

- **Conducting complex investigations** – Navigating high-risk, time-sensitive environments where information may be limited, conflicting or sensitive , requiring sound judgement and investigative expertise.
- **Driving Continuous Improvement** – Using investigation findings to inform and influence safety initiatives , standards and strategic change across the organisation.
- **Building Capability and Consistency** – Embedding robust investigative systems , processes, and training to ensure consistent application of standards and sustained performance across teams.
- **Managing Stakeholder Expectations** – Engaging effectively with internal and external stakeholders to maintain trust, transparency , and compliance throughout the investigation process.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Managers SHW and Business Partners			✓	✓
	Business Unit Managers		✓	✓	✓
	Legal & Regulatory Team		✓	✓	✓
	HSAT & Union Members			✓	✓
External	External operators and contractors			✓	✓

	External Emergency Services				✓
	Government Agencies				✓
	Industry and Safety Regulators		✓	✓	

What you will do to contribute

Health Safety and Wellbeing	• Implement safety procedures and ensure team compliance • Analyse workplace risks and develop mitigation strategies • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	• Support a customer-focused culture at KiwiRail
High Performing Teams Skills	• Set clear performance standards aligned with KiwiRail's goal • Build a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Investigations	• Conduct thorough investigations into significant safety incident and near miss events (A1,A2,P1,P2) within the organisation using the ICAM methodology and Kiwirail's Investigations procedures by: ○ Collaborating with responsible business unit leadership and Senior Business Partners to establish an investigation team to include relevant responsible managers, risk owners and technical specialists. ○ Leading the facilitation and coordination of the established Investigation Team. ○ Collect and analyse evidence, including interviews, site inspections, and review of documentation. ○ Identify root causes and contributing factors using ICAM techniques. ○ Present findings to the responsible business unit leadership and investigation team and support Responsible Manager/Risk Owners to determine appropriate corrective actions to address findings identified from investigations. ○ Prepare comprehensive investigation reports that detail findings and confirmed corrective actions. ○ Ensure all documentation is accurate, thorough, and completed in a timely manner. • Where required, attend the incident scene, and provide investigatory and external regulator support.

	• Maintain the ORA database of incidents and investigations for trend analysis and continuous improvement including the assigning of causal codes. • Peer review completed investigations conducted by responsible business units to ensure all relevant information has been obtained and considered, correctly uploaded and corrective actions captured in ORA. • Ensure investigations observe the principles of Just and Fair Culture.
Triage	• Conduct the triage and assessment process for events, including but not limited to undertaking the risk rating, rail/maritime assessment, and codes, assigning the responsible business unit, enterprise risk rating and determine the level of investigation based on the investigation's standard and assigning direct actions. • Ensure risk ratings are applied clearly and appropriately reflect the occurrence and severity/potential outcomes. • Responsible for ensuring the data quality and accuracy is to a high standard and is in line with the triage guidelines and that triage is completed in a timely manner and in line with Business Reporting Periods. • Collaborate with relevant technical specialists and SHW Senior Business Partners to ensure events are triaged appropriately.
Investigation Support Function	• Participate as a member of the on-call investigator roster to liaise with the on-call Rail Regulator/Agency when required. • Provide subject matter expertise as a participant in occurrence management calls led by the business unit (when activated). • Respond to external agency requests for information within required timeframes.
SHW Improvement Initiatives	• Deliver training programs for managers on investigations standards, tools and protocols. • Ensure that all relevant personnel are trained as required per the standard and competency is validated. • Contribute to continuous improvement opportunities within Kiwirail through the development of good practice guidance and use your influence and strategic direction for improving KR SH&W Investigations Standards. • Build and embed high performing investigative capability, systems and processes within the business units and wider SH&W Team. • Contribute to the development of safety programs and initiatives based on investigation findings.
Relationship with SH&W Business Partners	• Collaborate with the Business Partners on investigation activity and triaging requirements. • Provide ongoing support to SHW Business Partners to support the implementation of Investigation standards, tools and protocols. • Be an SME for Investigation issues that may need to be escalated by the Business Partners. • Coach and train Business Partners in triage process to be able to assist with triaging process where required.

Decision Making

The position is responsible for making decisions related to the scope, quality, and effectiveness of safety investigations, ensuring compliance with standards. Key decision -making requirements include:

- Determining the level and scope of investigations based on severity and risk.
- Assessing and triaging reported events to ensure appropriate classification and escalation.
- Recommending corrective actions based on root cause analysis and investigation findings.
- Contributing to the development and improvement of investigation standards and practices.
- Identifying investigation capability gaps and supporting decisions around training.

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 will have 5+ Years of experience in a similar role
- You know how KiwiRail interacts with other agencies and the Government
- Critical and detailed thinker.
- Accurate and detailed planner.
- Proven delivery skills.
- The determination and mind-set to make things happen and the self-discipline to follow through.
- Able to communicate effectively with people throughout KiwiRail.
- Able to liaise effectively with external agencies re planning and detail matters.

Ways of working / Work-related qualities

- You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others.
- You stay calm and composed in the face of challenges or ambiguity.
- You take ownership of challenging goals and are proactive in seeking opportunities.
- You seek out learning opportunities, using new knowledge to improve performance.
- You actively collaborate with colleagues, contributing positively to team tasks.
- You organise your time effectively, ensuring tasks are prioritised and delivered to a high standard.

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence
- You are willing to travel across New Zealand

Qualifications

You need:

- A qualification in a discipline relevant to incident investigation and analysis and risk management.
- It is desirable if you hold a HSE qualification and/or equivalent human factors training.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.