



Senior Revenue Analyst

Position Description

Team:	Revenue Assurance	Location:	Auckland
Reports to:	Revenue Assurance 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

Revenue Assurance is a critical function that ensures the accuracy and completeness of the revenue generation processes, preventing revenue leakage and optimising financial performance.

The purpose of this role is:

- **Data Integrity:** To ensure accurate billing and mitigation of revenue leakage.
- **Process Optimization:** Streamlining processes and systems to improve performance.
- **Risk Management:** Identifying potential risks that could lead to revenue loss.
- **Revenue Leakage:** Conducting periodic audits of revenue processes, to identify gaps and areas for improvement.
- **Team:** Cover for the Revenue Assurance Manager as required; train and develop junior team members.

Key Accountabilities

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

- Verify that billing systems align with service delivery and commercial/contractual agreements.
- Analyse current contracts and practices to identify and recommend areas for change.
- Identifying and implementing improvement initiatives to continually improve Kiwirail's financial performance.
- Develop systems and processes that improve data integrity and billing accuracy
- Revenue audits, including monitoring for fraud, billing discrepancies, compliance with regulatory requirements.
- Identify revenue leakage instances and recommend improvements.
- Highlight process deficiencies and assist in the development of improvements

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Sales & Key Account Management Teams		✓	✓	✓
	Customer Delivery Teams		✓	✓	
	Operations & CT Sites Teams			✓	
	Accounts Receivable			✓	
	IT Teams			✓	✓
	Internal Audit			✓	✓
External	Customers			✓	
	Suppliers & Service Providers			✓	
	External auditors			✓	

What you will do to contribute

Customer Focus	<ul style="list-style-type: none"> • Deliver results and great customer experiences by proactively managing any billing issues that could impact customers. • Work collaboratively across Kiwirail and Kiwirail's Customers and Suppliers through all phases from identification and quantification, through to resolution with minimal impact to the customer. • Work closely with all key stakeholders to ensure successful delivery of new projects and improvements as required.
Compliance	<ul style="list-style-type: none"> • Ensure overall compliance with business processes including revenue protection • Complete reconciliation of cost against revenue generation. • Completion of purchase orders and goods receipt process relevant to role. • Monitor and measure process compliance (particularly in relation to data collection and capture) • Complete process audits and share results with Revenue Assurance Manager and wider team as applicable • Review work processes to identify opportunities for process solutions, continuous improvement and recommendations for change.
High Performing Teams Skills	<ul style="list-style-type: none"> • Set clear performance standards aligned with KiwiRail's goals • 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 • Ensure KPIs for your role are consistently met or exceeded
Commercial Acumen	<ul style="list-style-type: none"> • Consider financial implications when making recommendations • Recognise how financial decisions impact KiwiRail's overall position • Identify and manage error fixes in the exception reports and data entry analysis • Lead and assist with Internal and external Audits.
Team Development	<ul style="list-style-type: none"> • Develop, train and mentor team members to achieve full engagement, meet productivity targets and Revenue Assurance objectives and alignment with the KiwiRail values. • Identify shortfalls or gaps in system user competencies and develop remedial actions • Covering for Revenue Assurance Manager as required.
Reporting	<ul style="list-style-type: none"> • Provide accurate, timely and meaningful internal reports to ensure Management have accurate data on which to make decisions

Decision Making

Human Resources Delegations	N/A
Direct reports	N/A, stand in for Revenue Assurance Manager when required
Finance Delegations	N/A
Budget (operating and capital)	N/A
Travel Delegations	N/A
Statutory powers	N/A

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

- Very strong numeracy and analytical skills
- Advanced knowledge of Microsoft Excel
- High level of knowledge of AMICUS, FBS and CTMS
- Intermediate working knowledge of SAP and Business Objects

Ways of working / Work-related qualities

- Takes ownership of work and delivers quality outcomes.
- Able to prioritise, plan and manage workload effectively.
- Self-starter, able to seek out work and identify priority areas.
- Strong attention to detail.

Qualifications

You need either:

- Degree or other tertiary qualification and/or registration and significant experience. This may include subject specific post-graduate qualifications.

OR

- Significant working experience if no tertiary qualification with clear demonstration on having gained significant on the job skills.