



# Shore Operations Manager

## Interislander Shore Operations

<b>Team:</b>	Shore Operations	<b>Location:</b>	Wellington/Picton
<b>Reports to:</b>	Executive General Manager - Interislander	<b>Job family:</b>	Senior Leadership Team
<b>Role Type:</b>	Permanent		

### About Us

#### KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities, and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

Our Interislander ferry connects our main islands together, Te Moana-o-Raukawakawa (the Cook Strait) is 92 kilometres long. It is this beautiful section that has led to the Interislander becoming recognised as "one of the most beautiful ferry journeys in the world".

As well as providing a memorable tourism experience, Interislander is a vital transport connection between New Zealand's North and South Islands. By carrying trucks and passenger vehicles, Interislander is effectively an 'extension of State Highway One' as well as a critical link for rail freight on our Auckland to Christchurch service.

#### 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.



*Health, safety, and wellbeing is our number one priority. Good safety is good business*

## About the Role

### Purpose of the role

The Shore Operations Manager is responsible for overseeing and ensuring the effective management and performance of all shore-based operational activities. It is expected that the individual in this position will foster collaborative and productive relationships both within Interislander and across the broader organisation, as well as with external contractors and suppliers, to drive optimal outcomes for the KiwiRail.

### Key Accountabilities

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

- **Operational Performance Management:** Monitoring and improving performance metrics, processes, and service delivery - centred on four key areas: safety, reliability, great customer experience, and schedule integrity
- **Team Leadership:** Leading and developing high-performing teams, fostering a culture of collaboration and accountability.
- **Customer Focus:** Aligning operations to meet customer expectations and enhance satisfaction.
- **Strategy Execution:** Developing and implementing operational strategies that align with company objectives.
- **Budget and Resource Management:** Managing budgets, controlling costs, and optimizing resource allocation.
- **Stakeholder and Contractor Management:** Building strong relationships with internal and external stakeholders and contractors to achieve business goals.
- **Risk Management and Compliance:** Identifying risks, ensuring compliance, and maintaining operational integrity.

### Key challenges

Continuous development and refinement to streamline systems, processes, flow charts, documents and be a part of the change of system requirements to enhance user experience.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Service Operations (including Call Centre team)			✓	✓
	Fleet Operations (including crew teams)			✓	✓
	Terminal Operations, Warehouse, Production Kitchen	✓		✓	✓
	Executive General Manager Interislander		✓	✓	✓
	Shared services functions – Finance, ICT, HR, Comms, Procurement, Property, etc.			✓	✓
	Rail/CV/Wholesale commercial teams			✓	✓
External	Tug Operations			✓	✓
	Agencies			✓	✓
	Unions			✓	✓

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Follow safety procedures and comply with all health and safety policies.</li> <li>• Identify workplace risks in your area and suggest mitigation strategies.</li> <li>• Contribute to a culture of safety and wellbeing in your workplace.</li> <li>• Report safety incidents and near-misses promptly and accurately.</li> <li>• Take care of your own physical and mental health and support colleagues</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Ability to design and implement customer-centric strategies.</li> <li>• Focus on delivering exceptional customer experiences and enhancing brand loyalty</li> </ul>
<b>Strategy Development and Execution</b>	<ul style="list-style-type: none"> <li>• Develop and execute operational strategies that align with the KiwiRail's overall business goals and objectives.</li> <li>• Lead the planning and execution of short-term and long-term operational initiatives to improve service delivery, operational efficiency, and cost-effectiveness.</li> </ul>
<b>Operational Performance Management</b>	<ul style="list-style-type: none"> <li>• Oversee the day-to-day operations of Interislander's shore-based functions to ensure efficient and effective execution.</li> <li>• Monitor key performance indicators (KPIs), metrics, and benchmarks to evaluate operational performance and implement improvements – ensuring alignment with organisational goals, targets, and strategies.</li> <li>• Lead initiatives focused on operational excellence and process optimisation. Driving continuous improvement through best practices, tools, and technologies to improve safety, reliability, customer experience, and schedule integrity.</li> <li>• Use data-driven insights to inform decision-making and guide operational strategies.</li> </ul>
<b>Team Leadership and Development</b>	<ul style="list-style-type: none"> <li>• Lead, mentor, and develop a high-performing operational team, ensuring the right skillsets are in place to achieve business objectives.</li> <li>• Foster a culture of collaboration, inclusiveness, accountability, and continuous improvement within the team.</li> <li>• Establish clear objectives and performance expectations, provide ongoing coaching and support, and conduct regular performance evaluations to ensure continuous development and alignment with organisational goals.</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Deep understanding of financial metrics and business performance indicators.</li> <li>• Ability to create and manage budgets, forecasts, and financial plans.</li> <li>• Experience in P&amp;L management and optimising resources for growth.</li> <li>• Resilient mindset to navigate business challenges and market disruptions.</li> </ul>
<b>Risk Management and Compliance</b>	<ul style="list-style-type: none"> <li>• Identify operational risks and implement mitigation strategies to minimise potential impacts on business continuity.</li> <li>• Ensure compliance with legal, regulatory, and safety standards, and maintain operational integrity across all functions.</li> </ul>
<b>Stakeholder Management and Collaboration</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships with key internal stakeholders to ensure alignment on operational goals.</li> <li>• Collaborate with external contractors, suppliers, and partners to drive efficiency, improve quality, and resolve any operational issues.</li> <li>• Ability to influence and negotiate with senior stakeholders.</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>• Lead and manage change initiatives, ensuring smooth transitions.</li> <li>• Ability to foster a culture of continuous improvement and adaptability.</li> <li>• Skilled in managing organisational transformation efforts.</li> </ul>

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 need a balanced combination of technical expertise, strategic vision, and leadership experience.

- Minimum 5-7 years of experience leading operational teams, optimising operations, managing budgets, and aligning operational strategies with overarching business objectives.
- Exceptional leadership and collaborative skills, with the ability to influence and engage stakeholders at all levels.
- Strong strategic thinking and problem-solving abilities, with a focus on delivering results.
- Excellent communication and presentation skills, with the ability to articulate complex ideas to diverse audiences.

Desirable:

- Proven track record of leading and delivering infrastructure projects.
- Experience working in a port/infrastructure/transport environment at a management level.
- Experience working in a unionised environment at a management level.

### Ways of working / Work-related qualities

- **Visionary:** Able to see the big picture while focusing on the details to drive results.
- **Adaptable:** Comfortable working in a fast-paced, constantly evolving environment.
- **Collaborative:** Team-oriented with strong interpersonal skills to work effectively across multiple departments and teams.
- **Resilient:** Able to navigate setbacks and overcome obstacles with a positive attitude.
- You **value diversity** and contribute to an inclusive work environment.

### Other Requirements

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

### Qualifications

Bachelor's degree (or equivalent) in operations management, business administration, or related field is desirable.