



Signals Workforce Manager

Position Description

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| Team: | Wellington Metro Network – Network Workforce | Location: | Wellington |
| Reports to: | Network Workforce 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 Signals Workforce Manager is responsible for the people leadership, capability, and availability of Signals staff, ensuring KiwiRail has a safe, competent, and sustainable signals workforce to support maintenance and network intervention activities. The role provides line management for Leading Hands, Technicians and Signals Maintainers.

The Signals Workforce Manager does not own delivery outcomes, work scope, or sequencing. Instead, the role works in close partnership with the Telecommunications Maintenance Superintendent and the Signals and Telecommunications Superintendent, who provides operational direction for *what work is done and when*, while the Signals Workforce Manager ensures the *right people are available, competent, and supported to do it*.

Key Accountabilities

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

- Provide people and technical leadership to the signals workforce, including Leading Hands, Technicians, and Signals Maintainers, in line with KiwiRail policies and employment agreements.
- Act as, or engage, a technical subject matter expert across signalling discipline, to actively coach, mentor, and support staff in the safe, compliant, and effective execution of work, by reinforcing standards, system knowledge, and best practice.
- Assure workforce competence, certification, and medical fitness, ensuring personnel are appropriately trained, assessed, authorised, and fit to perform safety-critical roles.
- Own the coordination of signalling training, assessments, and recertification, maintaining robust competency records and proactively identifying and addressing capability gaps and emerging skill risks.
- Ensure readiness, availability, and safe use of plant, tools, test equipment, and systems, embedding disciplined asset care and escalating defects or constraints promptly.
- Manage workforce deployment and availability, including rostering and leave, to meet agreed delivery requirements while supporting fatigue management, wellbeing, and safe hours of work.
- Lead recruitment, onboarding, succession planning, and retention for signals roles, building depth of technical capability and resilience across safety-critical positions.
- Drive performance management and continuous professional development, providing clear expectations, structured coaching, and regular feedback to lift individual and team performance.
- Champion health, safety, and wellbeing across the signals workforce, role-modelling safe behaviours and reinforcing personal accountability at all levels.
- Work in close partnership with the Signals & Telecommunications Superintendents and Planning teams, ensuring workforce capability, capacity, and technical input are aligned with planned works, access strategies, and system interfaces.
- Ensure compliance with employment legislation, MECA provisions, KiwiRail people policies, and safety-critical role requirements, applying them consistently and pragmatically within the operational environment.

Key challenges

- Maintaining workforce capability and morale in a safety-critical, physically demanding environment.
- Balancing workforce availability with fluctuating delivery demand.
- Managing fatigue, competency, and wellbeing across night and weekend work.
- Supporting delivery outcomes without owning delivery accountability.
- Navigating industrial requirements while maintaining operational flexibility.

| Key Relationships Here are the key relationships relevant to this role | | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|--|---|--------------|------------|------------------|------------------|
| Internal | Network Workforce Manager | | ✓ | | ✓ |
| | Signals and Telecoms crew | ✓ | | | |
| | Network Workforce team | | | ✓ | |
| | Signals and Telecoms Superintendent | | ✓ | ✓ | ✓ |
| | Network Planning & Integrity team | | | ✓ | ✓ |
| | Network Intervention team | | ✓ | ✓ | |
| | Maintenance team | | ✓ | ✓ | |
| | L&D Team | | | ✓ | |
| External | Training providers and competency assessors | | | ✓ | |
| | RMTU | | | ✓ | ✓ |
| | Recruitment agencies (as required) | | | ✓ | |
| | Medical service providers | | | ✓ | |



What you will do to contribute

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| Health Safety and Wellbeing | <ul style="list-style-type: none"> • Lead safety culture within the signals workforce and champion KiwiRail's Care & Protect value. • Ensure compliance with fatigue management, competency, and fitness-for-work requirements. • Support early intervention on wellbeing and safety concerns. |
| Customer Focus | <ul style="list-style-type: none"> • Enable reliable delivery by ensuring the workforce is stable, capable, and engaged. • Support a workforce culture that understands the impact of signals work on customers and operations. |
| High Performing Teams Skills | <ul style="list-style-type: none"> • Build strong, trusting relationships with signals and telecoms crews and leaders. • Provide clear expectations, feedback, and development pathways. • Foster a culture of accountability, professionalism, and pride in workmanship. • Celebrate key capability and qualification milestones. |
| Commercial Acumen | <ul style="list-style-type: none"> • Reduce and maintain leave balances at sustainable levels. • Balance staffing, training time and leave within budget. • Manage workforce costs, overtime, and utilisation within agreed parameters. • Support efficient workforce deployment through good planning and collaboration. • Flag capability and leave risks early to leaders. |
| People Leadership | <ul style="list-style-type: none"> • Provide day-to-day people management, fostering a safe, inclusive and values led team culture. • Manage team resourcing, rosters, leave and absenteeism to ensure operational coverage and productivity. • Ensure staff qualifications, competencies and medicals remain current; coordinate training and maintain accurate training and leave records. • Monitor performance and behaviour/conduct, providing clear expectations, regular coaching and timely feedback. • Ensure timesheets are completed accurately, aligned to planned and delivered work. • Lead performance management and disciplinary processes in line with delegated authority. • Ensure full compliance with employment legislation, employment agreements and organisational policies. • Actively role model organisational values through safety engagements and daily leadership behaviours. • Lead recruitment and capability development to meet current and future business needs. • Establish clear goals, behavioural expectations and SMART performance objectives supported by regular reviews and coaching. |
| Workforce planning and rostering | <ul style="list-style-type: none"> • Build and publish weekly rosters; allocate shifts and tasks to the right competency mix. • Approve leave, manage short-notice absences, and set overtime within guidelines. |

On the job training and mentoring

- Proactively flag resourcing gaps/peaks to the Network Workforce Manager.
 - Maintain accurate workforce records and reporting.
 - Support audits and assurance relating to people and competency management.
 - Contribute to workforce strategy and long-term capability planning.
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Decision Making

The position is accountable for people, workforce, and employment-related decisions.

Key decision-making requirements include:

- Workforce deployment and rostering decisions
- People management decisions in line with delegated authority
- Performance management and disciplinary actions
- Training, competency, and authorisation approvals
- Escalation of workforce or wellbeing risks

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|---------------------------------------|--|
| Human Resources Delegations | People Leader |
| Direct reports | 20-30 |
| Finance Delegations | Level 8: Budgeted Operating Expenditure and Capital Expenditure \$10k. |
| Budget (operating and capital) | Nil |
| Travel Delegations | Nil |
| Statutory powers | Nil |

Physical demands and the nature of work

This role is primarily office-based with regular engagement in field environments and involves:

- Site visits to signals locations and depots
- Prolonged computer-based work
- Occasional night or weekend work to support workforce needs
- Travel across the network as required

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

- Proven experience leading operational or field-based workforces.
- Strong understanding of safety-critical environments.
- Experience with workforce planning, industrial agreements, and people management.
- Exposure to rail, construction, or infrastructure environments desirable.

Ways of working / Work-related qualities

- Strong people leadership and interpersonal skills.
- Calm, fair, and consistent decision-making.
- Able to work collaboratively with delivery-focused roles without role overlap.
- Comfortable managing difficult conversations and industrial matters.
- Committed to safety, wellbeing, and workforce sustainability.
- Open to further training in workforce planning and Learning & Development.

Other Requirements

- Ability to pass drug and alcohol screening requirements.
- Current and valid NZ driver's licence.
- Willingness to travel and work flexible hours as required.

Qualifications

- Relevant trade, operational, or management qualification, or equivalent experience.
- Leadership or people management training desirable.

**CREATING
STRONGER
CONNECTIONS**