



Technical Support

Interislander Operations

Team:	Interislander Operations	Location:	Wellington
Reports to:	General Manager Operations - Interislander	Job family:	N/A
Role Type:	Permanent Full Time	Salary:	N/A

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 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

This role provides high-quality business, administrative and operational support to the Interislander Operations team. It ensures the smooth coordination of safety, maintenance, reporting, finance administration, data integrity and documentation processes. You will champion safe working practices, support staff through return-to-work processes, and help maintain the information, systems and documentation that underpin operational performance and compliance.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”. This will include ensuring compliance is met.

Key Accountabilities

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

- Administration and Customer Support:** Carry out a range of varied administration tasks as needed. Preparation and coordination of meetings, venues, meeting agendas, information and minute taking as required. Procuring a range of office items. Ensuring filing system and document control for vessel related filing (hard copy and soft copy) are kept up to date and information is entered in a timely manner. Assist in booking travel, accommodation & allowances for IIL staff (sea & terminals staff) when travelling for courses. Manage rental cars & their booking system as required. Manage knowledge wall maintenance as required.
- Systems & Compliance:** Monitor ORA actions, events and assist managers in closing the event periodically. Monitor and follow up to assist managers regarding weekly maintenance reports (critical and non-critical) and transformation targets update. Manage administration related to SEEMP/Fuel consumption reporting. Assist local managers with any Facilities Management issues related to buildings & yards.
- Return-to-Work & Injury Management:** Support the injury management process for vessel-based employees with all managers.
- Operational Reporting:** Monitor regular reports, follow-up with teams to ensure required actions are completed.
- Maintenance Periods:** Provide administration support to projects (wet dock maintenance) and drydock periods as required by fleet operations team.

Key challenges

- Managing availability and cost for fitness to work and compliance to meet regulatory standards
- Adapting to changing priorities and processes while maintaining efficiency and accuracy
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	GM Operations - Interislander		✓	✓	
	Interislander Leadership Team			✓	✓
	Marine Manager, Marine Engineering Manager and Fleet Customer Delivery Manager		✓	✓	
	Safety, Health and Wellbeing Team			✓	✓
	Finance, HR, Other Business Support Teams			✓	✓
External	Contractors/Suppliers, Service Providers			✓	✓
	Work AON			✓	✓

What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Implement safety procedures and ensure team compliance • Identify workplace risks / hazards and develop mitigation strategies • Promote a culture of safety and wellbeing within the team • Report safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	<ul style="list-style-type: none"> • Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Respond quickly to customer needs
Teams Skills	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Collaborate effectively with colleagues and share knowledge
Commercial Acumen	<ul style="list-style-type: none"> • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes
Administration	<ul style="list-style-type: none"> • Manage and action minor ORA items and events, ensuring documentation is complete, accurate and submitted promptly. • Follow up with vessel teams and supervisors to close out ORA tasks. • Maintain the vessel filing system in SharePoint, ensuring documents are stored logically, consistently and accessibly. • Lead improvements to document structure, naming conventions and indexing to support operational readiness and audits. • Manage documentation and reporting associated with SEEMP and vessel fuel consumption. • Ensure reports are accurate, timely and aligned with environmental and compliance requirements. • Process expense claims and purchasing card reconciliations. • Assist with procurement workflows and goods receipting. • Monitor outstanding invoices and escalate where required.
Return-to-Work & Injury Management:	<ul style="list-style-type: none"> • Support the injury management process for vessel-based employees (working with Work AoN), • Coordinate documentation, communication and follow-up required for safe and timely return-to-work planning • Liaise with managers and safety teams to ensure obligations and timeframes are met
Monitoring Safety & Transformation Targets	<ul style="list-style-type: none"> • Track, monitor and report on business transformation and safety transformation KPIs. • Follow up with staff and managers where required to ensure targets and actions are completed within agreed timeframes
Insurance Case Handling	<ul style="list-style-type: none"> • Administer vessel-related insurance cases including collecting documents, submitting forms and coordinating follow-up actions. • Support the business with timely information to enable claims progression.
Operational Reporting	<ul style="list-style-type: none"> • Follow up with relevant teams to ensure reporting and required actions are completed and recorded. • Support Fleet Operations with data checks and operational insights.

- Work with Fleet Operations leaders to maintain Opex data, track expenditure and identify variances.
- Support monthly budget reconciliation by maintaining accurate and current datasets.

Procurement & Purchasing Support

- Raise urgent purchase orders as required and support the transition to the central purchasing workflow once implemented.
- Ensure purchasing processes run smoothly and delays are minimised.
- Liaise with vendors and resolve PO/invoice discrepancies when needed.

Decision Making

The position is accountable for all administrative decisions and for providing data to the Interislander Operations team to help with day-to-day operational matters.

Key decision-making requirements of the position include:

- Make accurate administrative and data-driven decisions.
- Manage urgency and prioritisation of vessel support tasks.
- Resolve routine procurement, reporting and system-related issues.
- Team meeting, booking and catering decisions

Human Resources Delegations	Nil
Direct reports	0
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Limited - National
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 / A4 paper 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 3-5 Years of experience in administration/support
- Proficient with MS Office suite, particularly in excel (formula knowledge & pivot tables)
- Knowledge of finance functions such as invoicing etc. (working knowledge of SAP and Maximo would be an advantage)
- Attention to detail
- Excellent communication skills (written & verbal)
- Be able to work autonomously
- Be a team player, who can easily build rapport with others

Ways of working / Work-related qualities

- You communicate well at all levels
- You organise your time effectively, ensuring tasks are prioritised and delivered to a high standard..
- You value diversity and help create an inclusive workplace
- You find creative solutions to work challenges and aren't afraid to try new approaches.

Other Requirements

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

Qualifications

You need:

- NCEA Level 2 or equivalent

**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.