



Track Workforce Supervisor

Position Description

Team:	Wellington Metro – Network Workforce	Location:	Wellington
Reports to:	Track 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 Track Workforce Supervisor is responsible for the people leadership, capability, administration, and availability of track gangs, ensuring KiwiRail has a safe, competent, and sustainable track workforce to support maintenance and network intervention activities. The role provides line management for Gangers, Track Workers and Track Maintainers.

The Track Workforce Supervisor does not own delivery outcomes, work scope, or sequencing. Instead, the role works in close partnership with the Track Superintendent and Track Maintenance Superintendent, who provides operational direction for *what work is done and when*, while the Track Workforce Supervisor (reporting to the Track 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 leadership and workforce oversight to the track workforce, including Track Gangers, Track Maintainers, Track Workers, and field crews, in line with KiwiRail policies, employment agreements, and organisational expectations.
- Coach, mentor, and support employees to deliver safe, compliant, and efficient track maintenance and construction activities, reinforcing standards, methods, and best practice in partnership with the Track Capability Specialist.
- Collaborate with the Track Capability Specialist to support the transformation of track maintenance and construction through the development and adoption of new technologies, mechanisation, and new and innovative ways of working.
- Assure workforce competence, certification, and medical fitness requirements, ensuring track personnel are appropriately trained, assessed, authorised, and fit to perform safety-critical roles.
- Coordinate and monitor training, assessments, and recertification activities, maintaining accurate competency records and proactively identifying and addressing capability gaps, development opportunities, succession needs, skills and workforce risks.
- Manage workforce administration activities, ensuring accurate and timely maintenance of employee records, competency and certification registers, training records, medical clearances, roster information, leave management, onboarding documentation, and compliance reporting.
- Ensure readiness, availability, and safe use of track plant, tools, and equipment, embedding disciplined asset care and escalating defects, constraints, or resourcing issues promptly.
- Manage workforce deployment and availability, including rostering, leave planning, timesheet approval, resource allocation, and workforce reporting, to meet agreed delivery requirements while supporting fatigue management, wellbeing, and safe hours of work.
- Assist the Track Superintendent by coordinating workforce capability, capacity, and availability to support the safe and efficient delivery of maintenance, renewal, and network intervention work programmes.
- Lead recruitment, onboarding, succession planning, and retention for track roles, building depth of capability, resilience, and future leadership within the track discipline.
- Drive performance management and continuous development by setting clear expectations, conducting regular performance conversations, providing structured coaching, and supporting the development of both technical capability and frontline leadership.
- Champion health, safety, and wellbeing across the track workforce, role-modelling safe behaviours and reinforcing personal accountability at all levels in alignment with KiwiRail's Zero Harm principles.
- Work in close partnership with the Track and Track Maintenance Superintendents, Planning teams, Network Workforce teams, and other operational stakeholders to ensure workforce capability, capacity, and technical expertise are aligned with planned works, access strategies, and delivery sequencing and priorities.
- Develop and maintain effective working relationships with internal and external stakeholders, including Learning & Development, training providers, competency assessors, medical providers, recruitment partners, and union representatives to support workforce capability and operational outcomes.

- Prepare and maintain workforce reporting, providing accurate information on capability, competency compliance, resource availability, vacancies, training requirements, and workforce risks to support planning and decision-making.
- Ensure compliance with employment legislation, MECA provisions, KiwiRail people policies, and safety-critical role requirements, applying them consistently and pragmatically in the operational environment.

Key challenges

- Maintaining workforce capability, engagement, and morale in a safety-critical, physically demanding environment.
- Transforming the ways of working to increase efficiency of track access windows.
- 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		✓		✓
	Track Workforce Manager		✓		✓
	Track Group	✓			
	Track Capability Specialist			✓	
	Network Workforce team			✓	
	Track 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

Health Safety and Wellbeing	• Lead safety culture within the track 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	• Enable reliable delivery by ensuring the workforce is stable, capable, and engaged. • Support a workforce culture that understands the impact of track work on customers and operations.
High Performing Teams Skills	• Build strong, trusting relationships with track crews and leaders. • Build and maintain an engaged, capable, and high-performing workforce. • Provide clear expectations, feedback, and development pathways. • Foster a culture of accountability, professionalism, and pride in workmanship. • Celebrate key capability and qualification milestones. • Encourage open communication, employee engagement, and proactive problem-solving. • Promote a culture where safety, accountability, continuous improvement, customer focus, and teamwork are embedded in everyday work practices.
Commercial Acumen	• 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	• 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 promptly and constructively, 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. • Lead change initiatives and support teams through operational and organisational transformation.

	• Develop frontline leaders through coaching, mentoring, and career development opportunities. • Drive succession planning and talent development to ensure a sustainable pipeline of future leaders and critical skills within the track discipline.
Workforce planning and rostering	• Manage workforce administration activities, ensuring accurate and timely maintenance of employee records, competency and certification registers, training records, medical clearances, roster information, leave management, onboarding documentation, and compliance reporting. • 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. • Proactively flag resourcing gaps/peaks to the Network Workforce Manager.
On the job training and mentoring	• 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.



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
- Training, competency, and authorisation approvals
- Escalation of workforce or wellbeing risks

Human Resources Delegations	People Leader
Direct reports	10-15
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 track 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 (8+ years) 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.

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.
- You are open to further training in workforce planning and Learning & Development.

**CREATING
STRONGER
CONNECTIONS**