



# Asset Management Maturity & Improvement Manager

## Position Description

<b>Team:</b>	Asset Management Group	<b>Location:</b>	Wellington
<b>Reports to:</b>	GM Asset Management		
<b>Role Type:</b>	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

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

This role sits within Asset Management Group, which provides asset management services to KiwiRail's executive and business groups (e.g. Infrastructure, Freight Operations, Interislander).

As the Asset Management Maturity and Improvement Manager, you ensure alignment between KiwiRail's corporate and business groups' asset management systems and focus on improving KiwiRail's asset management capability, processes, and decision-making capability to maximise the value realised from our assets by ensuring that they provide safe, reliable, sustainable, and cost-effective services.

You are responsible for leading asset management maturity assessments and subsequent development of asset management improvement roadmaps aligning with corporate strategic intent and identified inter-dependencies, risks, and issues. Once agreed, you will ensure their delivery is executed consistently with asset management best practices, and KiwiRail's asset management capability is enhanced to enable effective change and realisation of projected benefits.

The role requires excellent internal and external stakeholder management including representing KiwiRail to external groups. This includes (but is not limited to) working across strategy, policy and funding, asset planning, engineering, delivery planning, project delivery, finance, and operations and maintenance teams, and with external teams on key asset management issues.

Leading the Asset Management Maturity and Improvement team, you will also develop and implement KiwiRail's enterprise-wide asset management competency framework and be responsible for asset performance benchmarking.

You will need to influence across the business to get things done, requiring strong and mature teamwork, influencing and upward management skills. Critical to this position will be ensuring the development of a continuous improvement culture and embedding best practice asset management across KiwiRail.

### Key Accountabilities

Within the area of responsibility, this role will lead, manage, and implement:

- Asset management maturity assessments
- Asset management improvement programmes across KiwiRail
- An enterprise-wide asset management competency framework
- Asset management and performance benchmarking

Furthermore, together with your Asset Management Group colleagues you will:

- Provide overall enterprise asset management leadership, especially to business groups
- Lead the Community of Practice for Works Management
- Lead the Community of Practice for Performance Assessment including enterprise-wide asset monitoring
- Oversea and ensure alignment of all Asset Management Improvement initiatives across KiwiRail

### Key challenges

- Creating and enhancing an engaged asset management culture throughout KiwiRail
- Engaging with and aligning different business groups to improve and mature their asset management competency levels
- Creating visibility of the key information in areas of accountability so that it is easily shared and understood by the business as a whole

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Asset Management Maturity & Improvement team	✓			
	Asset Management Group		✓	✓	✓
	Business Groups (Infrastructure, Freight Operations, Rolling Stock, Interislander, Property)		✓	✓	✓
	Capital Projects and Asset Development			✓	✓
	Government Relations, Policy & Funding			✓	✓
	Customer & Growth (Market strategies and Pricing, Demand planning)			✓	✓
	Finance (Capital Management, Integrated Business Planning, Commercial)			✓	✓
	Safety, Health, and Wellbeing			✓	
	Legal Counsel (Risk, Change and Assurance management)			✓	✓
External	New Zealand Transport Agency		✓	✓	✓
	Metro Rail Operators (incl. Auckland Transport, Greater Wellington Regional Council/Metlink)		✓	✓	✓
	Rail Industry Asset Management Benchmarking Group – RIAMBiG		✓	✓	✓

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Keep yourself and others safe and well and promote a culture of safety and wellbeing</li> <li>• Ensure compliance with safety standards, procedures, and statutory requirements</li> <li>• Analyse workplace risks and develop mitigation strategies</li> <li>• Respond effectively to safety or environmental incidents and near-misses</li> <li>• Support team members' physical and mental health</li> </ul>
<b>Customer and Stakeholder Focus</b>	<ul style="list-style-type: none"> <li>• Drive a customer, innovation, and growth focused culture at KiwiRail</li> <li>• Lead the shift towards customer focus, workforce interaction and focus on the company's bottom-line</li> <li>• Work with business groups to improve their asset management maturity</li> <li>• Ensure collaboration and proactive improvement of asset management capabilities are normal practice</li> <li>• Champion effective teamwork and interaction with customers and stakeholders</li> <li>• Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Set clear performance standards aligned with KiwiRail's goals</li> <li>• Encourage multi-disciplinary teamwork across the KiwiRail group</li> <li>• Build an inspiring environment for asset management cooperation, capability, and performance across KiwiRail</li> <li>• Provide timely and constructive feedback</li> <li>• Actively seek diverse perspectives in problem-solving</li> <li>• Identify opportunities for coaching and mentoring</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Plan and monitor resource allocation to achieve team objectives</li> <li>• Consider financial implications when making recommendations</li> <li>• Drive innovative ways of working and thinking across teams</li> <li>• Work with suppliers to ensure quality outcomes</li> <li>• Recognise how financial decisions impact KiwiRail's overall position</li> </ul>
<b>Asset Management (AM) Maturity &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Drive an enterprise-wide asset management capability supported by fit for purpose tools and processes</li> <li>• Lead AM maturity assessment activities across the group and business groups</li> <li>• Develop, lead, and promote the delivery of improvement initiatives</li> <li>• Lead and support the development of AM maturity improvement roadmaps</li> <li>• Ensure business groups' asset management systems are fit-for-purpose</li> <li>• Ensure AM team formally signs off/record comments prior to submission for final approval</li> <li>• Manage and undertake quality assurance of the business group's AM improvement programme implementation and progress</li> </ul>

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- Asset Management Benchmarking**
- Lead the definition and calculation of productivity and efficiency measures
  - Lead the identification of areas for improvement at Group and business group level
  - Lead formal asset management benchmarking activities (e.g. Rail Industry Asset Management Benchmarking Group – RIAMBiG)
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- Asset Monitoring and Analytics**
- Ensure group activities are coordinated in the application of advanced asset monitoring and analytics
  - Manage and maintain a single source of truth of all advanced asset monitoring and analytics tools and systems that are proposed, in-progress and implemented across all business groups
  - Share learnings across business groups
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### Decision Making

The position is accountable for decisions regarding all team operational objectives and for the provision of advice to team members and relevant stakeholders on day-to-day operational decisions.

Key decision-making requirements of the position include:

- Team management and delivery decisions
- AM Maturity Assessment and Improvement project management including resourcing, planning and scheduling decisions

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<b>Human Resources Delegations</b>	People Leader
<b>Direct reports</b>	3-10
<b>Finance Delegations</b>	Level 8 - \$10k
<b>Budget (operating and capital)</b>	\$1m
<b>Travel Delegations</b>	Yes National
<b>Statutory powers</b>	Nil

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### 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

- You have 10+ years' experience in transformation programme and project management including asset management projects
- You have proven experience in stakeholder management
- You know how to successfully lead, motivate, and develop professional staff
- You know how to manage people
- You have extensive knowledge in process improvement, systems and technologies
- You know how to manage change and to access capability needs
- You know how to successfully negotiate or influence people at the highest level and build successful relationships
- You produce and present clear, concise, and comprehensive executive management reports
- You have had exposure to asset management methodologies/frameworks.

### Ways of working / Work-related qualities

- You communicate well at all levels
- You seek out diverse perspectives and incorporate them into your decision-making process
- You make good decisions and are politically aware
- You're flexible and practical
- You guide your team through challenges, ensuring they stay positive and productive despite setbacks
- You take ownership of team goals, pushing for high standards and fostering a results-driven environment
- You encourage continuous learning in your team, providing opportunities for development
- You promote collaboration within the team, ensuring everyone contributes and is supported
- You focus your team on delivering high-quality service, ensuring customer needs are met

### Other Requirements

- You have relevant experience in working in asset intensive industries (e.g. water, transport, or electricity sectors)

### Qualifications

- You have a Degree in Business, Engineering, Technology, or other related tertiary qualification
- Ideally you have Programme or Project Management qualifications (PMP, Prince or MSP)

**CREATING  
STRONGER  
CONNECTIONS**

The KiwiRail logo is displayed on an orange background, featuring the company name and a stylized kiwi tail feather graphic.