



## Information Strategy and Delivery Lead

Wellington or Auckland

<b>Team:</b>	Business Information	<b>Location:</b>	Wellington or Auckland
<b>Reports to:</b>	Head of Business Information	<b>Job family:</b>	ICT
<b>Role Type:</b>	Information Management	<b>Salary:</b>	TBC

### 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

KiwiRail has a bold ambition to grow by winning customer loyalty and we know that we need to continue to work hard at being easier to do business with, improving our service performance, having consistent asset reliability and delivering for customers at a competitive price to achieve our ambition. We are a large and complex business and often face significant data challenges, such as managing vast volumes of data, ensuring data quality, integrating data from siloed systems, and maintaining data security and privacy.

As Information Strategy and Delivery Lead you are responsible for aligning the information strategy with the KiwiRail's overall goals. This role is responsible for driving the implementation of information initiatives and ensuring that these projects deliver value. By bridging the gap between technical information management and strategic business objectives, the Information Strategy and Delivery Lead ensures that information initiatives are not only technically sound but also strategically aligned and effectively executed. The role works closely with the Data and Information Architect to guarantee that the information architecture is not only well-designed but also effectively utilised to drive business success.

### Key Accountabilities

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

- **Strategic Planning and Implementation:** Developing and executing information strategies that support the organisation's objectives. This includes setting long-term goals, identifying key initiatives, and ensuring alignment with business priorities.
- **Information Governance:** Establishing and maintaining robust information governance frameworks to ensure data quality, security, and compliance. This involves creating policies, standards, and procedures for managing information assets.
- **Project Leadership:** Leading and managing information-related projects from inception to completion. This includes coordinating with various stakeholders, managing project timelines and budgets, and ensuring successful delivery of project outcomes.
- **Continuous Improvement:** Identifying opportunities for improving information management practices and implementing changes to enhance efficiency and effectiveness. This includes staying up-to-date with industry trends and best practices.
- **Removing Impediments:** Addressing and resolving issues that hinder the progress of information management initiatives. This involves identifying bottlenecks and implementing solutions to keep projects on track.
- **Coaching and Mentoring:** Providing guidance and support to teams and individuals to enhance their information management capabilities. This includes mentoring junior staff and promoting a culture of continuous learning.
- **Collaboration:** Work closely with IT and business teams to understand current needs and future requirements.

### Key challenges

- Managing the appropriate allocation of resources in a cost saving environment
- Managing and analysing complex and sensitive issues
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Head of Business Information		✓		✓
	Data and Information Architect			✓	✓
	Business Data and Information Team			✓	
	Architecture Team			✓	
	Cyber Security Team			✓	✓
	ICT SLT Team				✓
External	External Industry Data & Information Leads + 3 <sup>rd</sup> Party Suppliers and Vendors			✓	



## What you will do to contribute

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### Health Safety and Wellbeing

- Analyse workplace risks and develop mitigation strategies
- Promote a culture of safety and wellbeing within your team
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health

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### Customer Focus

- Provide a positive customer experience
- Support a customer-focused culture at KiwiRail
- Know our services well and explain them to customers
- Respond quickly to customer needs
- Develop solutions to meet customer requirements
- Solve complex customer issues
- Work with colleagues to improve customer outcomes

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### High Performing Teams Skills

- Set clear performance standards aligned with KiwiRail's goal
- Build a supportive and cooperative team environment
- Provide timely and constructive feedback
- Actively seek diverse perspectives in problem-solving
- Identify opportunities for coaching and mentoring

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### Commercial Acumen

- Plan and monitor resource allocation to achieve team objectives
- Consider financial implications when making recommendations
- Understand and comply with procurement guidelines
- Work with suppliers to ensure quality outcomes
- Recognise how financial decisions impact KiwiRail's overall position

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### Project Governance

- Follow governance frameworks and systems
- Identify and address governance issues early
- Monitor and review performance regularly

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### Risk Management

- Choose and adapt appropriate risk management frameworks
  - Identify and forecast risks, issues, and opportunities in projects
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## Decision Making

The position is accountable for decisions regarding all Information Management operational activities and for the provision of advice to team members and stakeholders on day-to-day information management decisions.

Key decision-making requirements of the position include:

- day to day management, practice & methodologies
- risk management decisions
- resourcing, planning and scheduling decisions

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	TBC
<b>Finance Delegations</b>	None
<b>Budget (operating and capital)</b>	TBC
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	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 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

- 10+ years of experience in information management, with at least 3 years in the capacity of Information Strategy Lead.
- You have experience in architecting and implementing enterprise data warehouse, master data management, data integration, BI & analytics, content management and data management platforms
- You have experience creating and implementing data and information strategies that align with business objectives.
- You have experience creating and implementing and working with SharePoint as the Information Management platform.
- You have deep understanding of Data Management frameworks (eg DAMA-DMBOK) and best practices.
- You have excellent communication and leadership skills, capable of influencing across all levels of the organization.

### Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical
- You focus on customers' needs
- You have a commercial mindset
- You value diversity and help create an inclusive workplace

### Other Requirements

*KiwiRail uses Skills Framework for the Information Age (SFIA 8) to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed. You can find detailed description of the skills and levels here: [SFIA 8 Skills List](#).*

- Strategic planning level 7
- Project management level 6
- Service level management level 6
- Information management level 6
- Information assurance level 6
- Stakeholder Relationship Management 6
- Governance level 6
- Business Situation Analysis level 5
  
- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### Qualifications

You need either:

- A bachelor's degree in business, communications, or a related field (master's degree preferred)

- Professional certifications in project management methodologies, Lean, or other corporate leadership pedagogy. E.g PMP (Project Management Professional), Certified ScrumMaster (CSM), and ITIL (Information Technology Infrastructure Library)

**CREATING  
STRONGER  
CONNECTIONS**

KiwiRail 