



Head of Crew and Onboard Experience

Great Journeys New Zealand (GJNZ)

Team:	Great Journeys New Zealand	Location:	Wellington or Christchurch
Reports to:	General Manager – GJNZ	Job family:	TBC
Role Type:	Permanent	Salary:	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

Reporting to the General Manager, the Head of Crew and Onboard Experience is responsible for delivering exceptional guest experiences by leading, managing and inspiring the onboard crew and their leaders to provide a world-class service.

This role ensures the seamless execution of daily operations, safety protocols and service standards while fostering a culture of excellence and teamwork. The head of crew and onboard experiences will work closely with cross-functional teams, including operations, maintenance, marketing and unions to ensure that the journey aligns with the company's vision of delivering an outstanding travel experience for all customers.

Directly managing the GJNZ Crew and Customer Managers and F&B delivery, the leader will ensure a customer centric, collaborative environment of continuous improvement in delivery and customer experiences, constantly looking at innovative ways to be leaders in the tourism experience space

Key Accountabilities

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

Customer Experience Leadership

- Develop and implement strategies to deliver exceptional customer experiences, ensuring every guest interaction reflects the brand's values and standards.
- Lead initiatives to continually enhance service delivery, identify improvement opportunities, and maintain high levels of guest satisfaction.
- Encourage customer feedback to ensure continuous improvement. Work with marketing to implement onboard capabilities to survey customers.
- Work with their team to develop and implement strategies that improve customer relationships and satisfaction.
- Be the primary point of escalation for customer issues, ensuring swift and effective resolution to maintain positive relationships.

Crew Management & Development

- Motivate, develop and lead direct reports.
- Implement training programs and performance management processes to ensure crew members have the skills and knowledge to excel in their roles.
- Conduct regular evaluations, provide constructive feedback, and implement strategies to improve individual and team performance.

Operational Excellence

- Ensure there are systems in place for team training, skills and knowledge development, to deliver next level customer service and hit NPS targets. Promoting a continuous improvement ethos.
- Be technologically savvy, ensuring there are communication channels for crew to engage with the wider team through channels such as Teams.

Safety & Compliance

- Ensure all customer and crew activities comply with health, safety, and regulatory requirements, fostering a culture of safety across the team.
- Regularly review and update safety protocols and ensure all crew members are trained and aware of their responsibilities in maintaining a safe environment.

Stakeholder Engagement & Communication

- Build strong relationships with internal and external stakeholders, including operations, marketing, and suppliers, to ensure a seamless and integrated service experience.
- Communicate effectively with crew members, providing clear direction, support, and motivation to achieve team goals.
- Work collaboratively with other GJNZ teams including Sales & Marketing, the Contact and Travel Centre, Tour Operations and Fleet Operations to promote the brand and align with customer delivery.
- Work on innovative customer experiences.
- Work collaboratively with the Operations team to ensure safety is at the heart of customer delivery.

Financial Performance & Budget Management

- Develop and manage the customer service and crew budget, ensuring cost-effective operations without compromising service quality.
- Monitor financial performance, analyse trends, and implement strategies to optimise efficiency and profitability including but not limited to crew rosters, food and beverage sales and costs and general revenue opportunities and delivery costs.

Continuous Improvement & Innovation

- Drive a culture of continuous improvement, identifying opportunities for enhancing customer and crew experiences through feedback, data analysis, and industry trends.
- Implement innovative solutions to improve service delivery, operational efficiency, and overall customer satisfaction.

Brand Representation & Ambassadorship

- Serve as a brand ambassador, ensuring that crew members embody the company's values and consistently deliver a premium service that aligns with brand expectations.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Head of Fleet Operations & Commuter			✓	
	Customer Contact Centre Manager & Team			✓	
	Travel Centre Manager & Team			✓	
	Head of marketing & trade			✓	
	Internal service providers			✓	
	Head of Customer & Tour Operations			✓	
	GJNZ Crew Leaders	✓			
	GJNZ Journeys Onboard Delivery Team	✓			
	Human Resources Manager			✓	
	Wider KR team			✓	

External	Customers		✓		
	RMTU			✓	
	Local and central government transport sector agencies		✓	✓	



What you will do to contribute

Health Safety and Wellbeing

- Establish and enforce safety procedures, ensuring full compliance across the team.
 - Identify and assess workplace risks, developing proactive strategies to mitigate potential hazards. Foster a strong culture of safety and wellbeing, encouraging safe practices and behaviors within the team. Effectively manage and respond to safety incidents and near-misses, ensuring timely and appropriate action. Provide ongoing support for physical and mental health of team members, promoting a healthy work environment
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Leadership

- Ensure the organisation's full compliance with all relevant legislation and regulatory requirements. Oversee Crew Managers to ensure they conduct performance reviews in line with organisational standards and expectations. Champion values, behaviors, and objectives that promote an integrated, collaborative work environment, driving high performance and quality service delivery. Ensure all team members possess and maintain the required skills and competencies, with robust plans in place for ongoing training and qualification compliance. Ensure commitment and buy-in to continuous improvement projects by coordinating the input, support, and communication between teams.
 - Provide leadership that nurtures a culture of innovation, initiative, problem ownership, personal accountability, and engagement. Ensure there is visibility of key information in your area of accountability so that it is easily shared and understood by the business as a whole.
 - Establish channels that enable team members to contribute their delivery and improvement ideas, ensuring these are shared with and addressed by the executive team. Lead by example, creating a work environment that promotes initiative, problem ownership, and personal responsibility. Address performance issues promptly and constructively.
 - Ensure compliance with all Employment Legislation, Employment Contracts, and Human Resources policies, procedures, and guidelines. Develop and maintain strong partnerships with relevant stakeholders and external organisations. Maintain oversight of staffing levels and leave liability.
 - Lead a team to develop and implement strategic strategies, actions and KPI's for growth of revenue, yield and market penetration with a customer led process.
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Customer Service Management

- Work closely with the Travel Centre & Tour Operations team on the implementation of Customer feedback framework.
 - Work closely with the Customer and Crew Managers and Fleet & Safety Operations team on the implementation and design of remedial process that addresses Customer complaints and concerns.
 - Establish clear objectives for their team and ensure all staff are aware of customer service objectives, strategies, performance targets and processes.
 - Work collaboratively with teams to introduce new service offerings, ensuring systems and processes are in place to support smooth operations. Facilitate regular workshops to encourage team discussions on
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opportunities for service improvement. Responds to and resolves customer complaints and suggestions.

- Ensure quality delivery of the GJNZ Scenic Plus service, ensuring best level customer service, streamlined systems and processes and a customer led lens for all delivery.

Operational Performance

- Implement Customer Services teams strategic plan to collaboratively achieve GJNZ Journeys' KPI's.
- Lead investigations and provide responses and resolutions to escalated customer complaints and feedback. Manage escalated accidents, injuries, hazards and potential incidents within the Customer Experience team, and implement recommendations.
- Ensure compliance with policies and procedures.
- In conjunction with the OD & Training Team, develop Customer experience, conflict resolution and other training that would enable the team to deliver customer centric experiences.
- Authorise refunds, voids and variations at delegation levels when required.
- Oversee records management, ensuring all team members understand and follow the policies and procedures related to the creation, maintenance, retention, and destruction of records. Develop, monitor and review service operations standards ensuring that they are in line with agreed operational targets.
- Collate and report all costs relating to a disruption.
- Manages the collection and collation of operations information and statistics as required.
- Continually work to ensure systems and processes are efficient and effective.
- Work with Customer Contact Manager to ensure cross-team collaboration.
- Ensure processes are in place to ensure customer incidents are shared with key stakeholders in a timely manner.
- Ensure all staff are trained to deliver products to a quality level of customer expected delivery.
- Work collaboratively to provide the business with 24/7 coverage to respond to disruptions situations across GJNZ trains.
- Use data to drive decision making.
- Submit monthly reports to the Product Development Manager/ GM.

Finance

- Ensure operations are conducted in a safe and cost-effective manner, identifying potential cost-saving opportunities without compromising the customer experience. Ensure your team have a thorough understanding of company expenditure and budgets when recruiting, rostering and general area spend.
- Work with the Business Improvement team to implement new revenue source initiatives.
- Manage the financial budget for the business area, ensuring targets are met consistently. Identify and implement strategies to develop and grow new revenue streams while optimising existing ones. Take responsibility for team-led operational costs, including managing staffing levels, wages for train crew, food and beverage (F&B) delivery expenses (including minimising wastage), and overseeing PGF project delivery related to F&B, customer, and crew services.

Human Resources Delegations	TBC
Direct reports	2 – 4 (total staff reporting, approx.)
Finance Delegations	TBC
Budget (operating and capital)	TBC
Travel Delegations	Nil
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 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

- Minimum of 5 years employee leadership and development, including coaching and mentoring.
- Proven management experience gained in the service industry or a customer focused organisation, coupled with exceptional customer focus – both internal and external tech savvy / experience and confidence in using a range of IT programs.
- Ability to engage with staff members and build effective relationships with internal and external customers.
- Previous experience within rail, hospitality or tourist focussed industry.
- Previous experience within a customer focused environment.
- Experience working in a highly unionised on call environment.
- A working understanding of NZ employment and health and safety legislation.

Ways of working / Work-related qualities

- Customer focused, always striving for continuous improvement
- Experience building rapport with business partners
- You're flexible and practical
- You have a commercial mindset
- You value diversity and help create an inclusive workplace

Other Requirements

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

Qualifications

You need either:

- Relevant operational experience from a comparable industry
- Tertiary qualification (Tourism, business management or similar)

And

- You hold relevant industry certifications

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo is displayed on an orange background. It consists of the word "KiwiRail" in a bold, black, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.