



Production Manager

Position Description – Upper South Island

Team:	Infrastructure	Location:	Designated region
Reports to:	Regional Infrastructure 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 Production Manager plays a critical role in ensuring the safe, efficient, and cost-effective delivery of track infrastructure maintenance and renewals. Reporting to the Regional Infrastructure Manager, this role is responsible for managing Field Production Managers and their frontline teams, ensuring workbank planning and delivery meets operational and customer service requirements while embedding a strong safety and performance culture.

The Production Manager works closely with the Regional Infrastructure, Operations, and Engineering teams to ensure KiwiRail's infrastructure assets are maintained to the highest standards, supporting the long-term sustainability and reliability of the rail network.

Key Accountabilities

- Lead from the front to create a safety-first culture through our Toitū Te Mauri safety leadership principles, values and beliefs.
- Lead, coach, and mentor frontline leaders to build capability, engagement, and performance.
- Promote diversity, engagement, and collaboration, ensuring alignment with KiwiRail's values.
- Champion effective communication, ensuring teams are informed about business priorities, safety updates, and operational changes.
- Manage workforce capability and succession planning, ensuring staff are trained, certified, and prepared for future challenges.
- Work closely with internal and external stakeholders to plan, allocate, and deliver the work bank efficiently.
- Ensure proactive maintenance scheduling, moving away from reactive work to planned preventative maintenance.
- Oversee day-to-day execution of maintenance, renewals, and emergency response activities.
- Proactively lead emergency process in the lead to major weather events
- Manage Temporary Speed Restrictions, Heat 40's and service requests to maintain a compliant network.
- Ensure all jobs are delivered on time, within budget, and to the required quality standards.
- Identify opportunities to improve productivity and efficiency through smarter work practices.
- Oversee and escalate incident investigations, ensuring corrective actions are implemented.
- Ensure all teams adhere to KiwiRail's medical, fatigue management, and drug & alcohol policies.
- Ensure compliance with engineering codes, standards, and task instructions.
- Drive a culture of accountability and continuous improvement within work teams.
- Monitor productivity, efficiency, and quality through team feedback and performance reviews.
- Support the Regional Infrastructure Manager in the review and refinement of work teams to meet evolving business needs.
- Ensure lessons learned from incidents and audits are embedded into future operations.
- Work closely with external contractors, suppliers, and key stakeholders to ensure seamless work execution.
- Champion a culture that prioritises customer service, ensuring infrastructure work supports the overall rail network performance.

Key challenges

- **Leading Safety Change** - We say we care and protect, but we're not actually living by this principle. We're hurting our people and we need to change that. Culture change takes time and commitment from all of us. Safety is everyone's responsibility. You need to own and lead Toitū Te Mauri safety leadership principles, values and beliefs.

- **Managing Workforce & Resource Constraints** – Ensuring planned work is delivered efficiently while managing staff availability, material supply, and track access.
- **Maintaining Safety & Compliance** – Ensuring all work is delivered to safety and compliance standards while meeting operational deadlines.
- **Driving a High-Performance Culture** – Building team engagement, accountability, and continuous improvement in a complex operating environment.
- **Managing Stakeholder Expectations** – Balancing the needs of internal stakeholders, customers, and project teams while ensuring operational delivery.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Upper South Island Production	✓			
	Regional Infrastructure Team			✓	✓
	Operations Team		✓	✓	
	Project Deliver Team		✓	✓	
	RMTU			✓	
External	Contractors	✓		✓	
	Private Siding Holders		✓		✓
	Iwi		✓	✓	✓
	Councils		✓	✓	✓

What you will do to contribute

Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- 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

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

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

Financial management

- Work with financial management team to deliver OPEX and CAPEX budgets.
- Ensure ongoing management and monitoring of all costs within area of responsibility.
- Plan and monitor resource allocation to achieve team objectives
- Consider financial implications when making recommendations
- Understand and comply with procurement guidelines
- Recognise how financial decisions impact KiwiRail's overall position

Compliance management

- Maintain a complaint network under area of responsibility
 - Ensure work is completed to engineering standards and principles
 - Ensure team is compliant with task instruction.
 - Monitor, review and oversee network KPI requirements.
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Decision Making

The position is accountable for decisions regarding all Upper South Island Production infrastructure 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:

- Management, operational and delivery decisions
- Risk management decisions

Human Resources Delegations	Level 5
Direct reports	5
Finance Delegations	Level 7
Budget (operating and capital)	\$20 Million to \$40 Million
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- significant vehicle travel throughout the region
- 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

- 5+ years' experience in an operational management/leadership position, leading large and diverse teams.
- Specific leadership/management experience within the rail, transport or logistics industries is desirable.
- Proven, strong commercial and financial acumen, including the ability to understand and communicate financials and identify commercial opportunities.
- Proven programme and project management experience preferably within infrastructure and asset management areas.
- Strong relationship and communication skills, with demonstrated ability of building relationships, influencing collaboratively and engaging with leaders and stakeholders to enable the delivery of effective outcomes.
- Strong focus on the customer / stakeholder, able to promote and motivate reciprocal customer relationships.
- Ability to work collaboratively building effectively relationships and creating strong networks and partnerships.

Qualifications

You need either:

- Relevant tertiary qualification in commercial or business-related discipline or equivalent job-related experience.

**CREATING
STRONGER
CONNECTIONS**

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