



Executive Assistant

Auckland

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| Team: | Corporate | Location: | Auckland – Office Based |
| Reports to: | Chief Executive Officer (CEO) | Job family: | Business Support |
| Role Type: | Permanent | Salary: | |

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

The Executive Assistant provides high-level executive support to the Chief Executive's Office (CEO) to ensure the efficient and effective running of their daily activities. This complex and busy role which operates at a senior level in the organisation, communicating with and influencing a range of stakeholders. The role serves as a key interface between the CEO, Executive (EXCO) team, Board Chairman, the organisation, and external stakeholders, requiring sophisticated judgment to manage sensitive matters and navigate complex governance requirements.

Key Accountabilities

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

- Manage the Chief Executive's busy schedule through rigorous diary management, and email, allowing them to focus on high-level operational and strategic priorities.
- Provide a professional and proactive frontline service for all enquiries and communications to the CEO and EXCO team, screening and prioritising as appropriate.
- Lead the development and implementation of systems and protocols to support effective decision-making and governance processes, maintains an effective executive business support systems and processes to ensure the smooth running of the Chief Executive's office.
- Prepare, review and manage high-level correspondence, presentations and reports for the CEO and their team.
- Coordinate and oversee all logistical aspects of meetings, travel, and events for the CEO and their team.
- Develop and maintain critical relationships across the business to facilitate executive decision-making and strategic initiatives. Liaise professionally with internal and external stakeholders on behalf of the Chief Executive Officer.
- Dealing with confidential and time-sensitive matters professionally and discreetly
- Ensure regular meetings are set with Ministers, Union Partners, Ministry of Transport, and Regulators (Maritime NZ, WorkSafe, Waka Kotahi). Liaise with the Facilities Management Team for improvements and enhancements to offices.
- Strengthen the Executive Assistant network - aiming for two monthly catchups to support those who support the Executive network - see issues and pressures and assist with outcomes.
- Work outcomes with CEO, Chief Financial Officer (CFO) and Chief People and Communications Officer (CPO) on Annual CEO Work Plan ensuring scheduling of Town Halls as required.
- Influence and work with EXCO team to engage with the Board.
- Liaise with the Communications team on the Stakeholder Map (12 weeks ahead or as required) and ensure Government Relations Meetings are held every 6 weeks and liaising with Government Relations, Communications Lead, and Head of Customer and Growth.

Key challenges

- Managing competing priorities and stakeholder demands in a fast-paced environment while maintaining a high level of accuracy and attention to detail.

Create alone/thinking time to focus on performance delivery, market, strategy and building leadership and culture.

Preserve personal time (family/holidays/exercise).

Create opportunities for CE to be accessible for spontaneous interaction.

- Understand the content of the work of the CEO and exercising sound judgment in handling sensitive and confidential information and issues with discretion and professionalism.

| Key Relationships Here are the key relationships relevant to this role | | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------|------------|------------------|------------------|
| Internal | CEO, EXCO and Senior Leadership Team Members | | ✓ | ✓ | ✓ |
| | Chairman | | | ✓ | |
| | Executive Assistants and Administrative Support | | | ✓ | ✓ |
| | People & Culture, Finance, Legal, and other Corporate Services teams | | ✓ | ✓ | |
| | Managers and staff across various business units | | ✓ | ✓ | |
| External | Government officials (as appropriate to the senior leader's role) | | ✓ | | |
| | Key customers and stakeholders | | ✓ | ✓ | |
| | Industry partners and suppliers | | ✓ | ✓ | |

What you will do to contribute

Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- Promote a culture of safety and wellbeing within your team
- Respond effectively to safety incidents and near-misses

Customer Focus

- Facilitate effective communication between executive and key customers
- Support a customer-focused culture at KiwiRail
- Anticipate and respond to stakeholder needs proactively
- Work with colleagues to improve customer value

Relationship Management

- Build and maintain positive relationships with internal and external stakeholders
- Act as a liaison between executives and other departments or external parties
- Manage sensitive situations with tact and diplomacy
- Represent the executive and organisation professionally at all times
- Cultivate a collaborative working environment within the administrative team

Commercial Acumen

- Manage executive office budgets and resources efficiently
- Support commercial decision-making processes through effective information management
- Understand and comply with procurement guidelines. Ensure value for money in purchasing decisions

Problem-Solving and Decision Making

- Anticipate potential issues and develop proactive solutions
 - Use initiative to resolve day-to-day problems independently
 - Make sound decisions in the absence of the executive
 - Analyse complex situations and provide concise summaries for executive review
 - Suggest and implement process improvements to enhance efficiency
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Time Management and Organisation

- Manage complex calendars and schedule appointments efficiently
- Manage emails
- Prioritise tasks effectively and meet deadlines in a fast-paced environment
 - Anticipate needs and proactively resolve scheduling conflicts
 - Implement and maintain effective filing systems, both physical and digital
 - Coordinate multiple projects and tasks simultaneously
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Travel and Event Management

- Coordinate complex travel arrangements, including international travel
 - Prepare detailed itineraries and travel briefing documents
 - Organise and manage logistics for meetings, conferences, and corporate events
 - Manage travel expenses and reconciliations
 - Ensure compliance with company travel policies and guidelines
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Decision Making

The Executive Assistant position is accountable for decisions regarding day-to-day operational decisions.

Key decision-making requirements of the position include:

- Calendar management and meeting prioritisation decisions
- Manage contingency within budgets
- Confidential information handling and access decisions
- Travel arrangements and logistics coordination decisions
- Stakeholder communication and escalation decisions
- Resource allocation and administrative support decisions
- Executive time management and scheduling optimisation decisions

| | |
|---------------------------------------|-----------------------------------------------------------|
| Human Resources Delegations | NIL - Support Executives to effectively exercise their DA |
| Direct reports | NIL |
| Finance Delegations | NIL - Support Executives to effectively exercise their DA |
| Budget (operating and capital) | NIL - Support Executives to effectively exercise their DA |
| Travel Delegations | Travel Booking |
| 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

- You have 8-10+ years' experience as a Senior Executive Assistant working closely with the Chief Executive and Board.
- Professional and experience Executive support role to uplift the executive and Chief Executive during the transformation programme
- Willingness to go the extra mile by being available out of office hours.
- Ability to communicate effectively and confidently at Board and Senior Management level
- High level of integrity, including ability to treat confidential information appropriately
- Ability to prioritise and manage workflows
- Excellent knowledge of business support and administration procedures and systems
- You have strong planning and organisational skills
- Advanced skills in Microsoft Office and other relevant business software.
- You have experience providing executive support in a large corporate or government organisations
- You understand public sector governance and stakeholder management
- Deep knowledge of board and committee processes
- You're experienced in managing sensitive political and commercial relationships

Ways of working / Work-related qualities

- You exercise exceptional judgment in complex situations
- You build and maintain influential relationships at senior levels
- You demonstrate the highest levels of integrity and confidentiality
- You think strategically while managing operational details
- You remain composed under pressure and tight deadlines
- You anticipate needs and take proactive action

Other Requirements

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

Qualifications

You need either:

- A tertiary qualification in business administration or a related field **OR** equivalent work experience

**CREATING
STRONGER
CONNECTIONS**

KiwiRail 