

Position Description



Position Title	General Manager Train Service Delivery
Position No	00034413
Position Structure Level	003
Job Designation	Manager
Organisational Unit	Train Service Delivery Citytrain
Work Centre	Bowen Hills
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Function
Base Hours (Fortnight)	76.00
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Executive General Manager Citytrain

QUEENSLAND RAIL VALUES:

1 Queensland Rail - Be One, Proud and Focused
Treat each other with Respect - Be Open, Honest and Supportive
Enjoy what we do - Be Positive, Involved and Enthusiastic
Act Safely - Be Aware, Prepared and Accountable
Make a difference - Be Innovative, Adaptable and Resourceful

Position Purpose

Lead and provide strategic management of traincrew services through best practice resource utilisation and capability development initiatives to provide a capable, skilled and available traincrew workforce which can meet planned and unplanned operational service requirements.

Position Responsibilities

1. Participate as a member of the Citytrain senior leadership team to provide senior leadership of key operational issues in a dynamic and changing integrated passenger and rail infrastructure environment through effective strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.
2. Lead the management of supply, demand and responses to projected traincrew requirements for short, medium and long term forecasts.
3. Achieve the Queensland Rail Citytrain business targets, objectives, performance measures, safety responsibilities and continually seek to implement business performance improvement initiatives, together with the EGM Citytrain.
4. Build and maintain excellent relationships improving the Citytrain function including working closely with the General Manager Rollingstock and General Manager Rail Management Centre and Operations to ensure rollingstock assets and operational planning effectively support service delivery levels.
5. Lead strategic planning to ensure that traincrew availability and capability requirements meet current and future needs.
6. Lead the development and review of strategies to improve safety and operational performance, reliability, productivity and reduce delivery costs, ensuring that all relevant regulatory, contractual



- and safety obligations are met.
7. Drive a commercial orientation throughout the traincrew function, emphasising the strategic, efficient and effective use of resources, and identifying and pursuing opportunities to anticipate demand, improve efficiencies and service standards and reduce costs.
 8. Engage the workforce by creating a performance culture that reflects a high level of teamwork and collaboration and builds organisational capability and educates employees to understand their role in creating service excellence, customer satisfaction and increased volumes, revenue and profit.
 9. Provide integrated overall operational management to the traincrew function as a single point of accountability, devolving specific aspects of operational decision making to the most efficient and effective levels.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of leadership and strategic planning skills to deliver outcomes within a complex commercial and customer oriented environment.
2. High level of skill in the application of best practice in operations and specifically traincrew services, to achieve passenger transport leader status in service delivery.
3. High level of skill in using creativity and innovation in driving change to achieve functional transformation.
4. Extensive knowledge of rail transport operations and associated legislation and organisational governance principles relating to the Rail Industry.
5. High level of skill to develop a stimulating work environment that motivates employees to align with the future vision of the Queensland Rail business and collectively work to achieve desired results.
6. High level of influencing, interpersonal, consultation, relationship building and negotiation skills that build and sustain productive relationships and partnerships.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 All Aboard
- 40001627 Building Emergency Procedures

Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 40006537 Rail Safety Awareness

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Position Description



Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.