

Position Title:	Team Manager, Production
Manager & Department:	Manager of Lines
Manager once Removed & Department:	Director, Lines

<p>Purpose of Role:</p> <p>What: To enable daily operational production to occur in the most efficient manner, coordinate team-manage and administer daily operations, maintain production and payroll data.</p> <p>Why: The Lines function requires technical expertise for planning, programming and reactive scheduling of operational resource, and a team manager to be accountable for safe and efficient yard management and daily operations.</p> <p>How: Allocate the depot operational resource to their work according to the boundaries of enterprise rules and guidelines, cover absences, post scheduling information and communications to employees within a timely manner, lead and performance-manage the team of Production Officers, and handle depot administration and records.</p>

Knowledge & Experience		Skills (Capabilities)	
<ul style="list-style-type: none"> Understanding and awareness of occupational health, safety and environmental issues in the workplace Knowledge of operational and depot administrative functions in particular rostering and payroll. Understanding of how the allocation of driving resource impacts on financial performance Possess administrative experience within an operational environment. Good knowledge of Yarra Trams operations, services and facilities. Understanding of procedures, processes and time constraints that occur within a depot environment on a day to day basis. Understanding of the principles of the way we work Understanding of the principles of continuous improvement Prepared to work public holidays and weekends if required. 		<ul style="list-style-type: none"> Managerial Leadership skills, ability to effectively manage and motivate staff. Managerial Leadership skills in coaching and development Strong focus on service quality, and customer service. Good communication skills Competent in the use of PC's, Microsoft Office and other role specific software packages Excellent planning, organisation, problem solving and prioritisation skills Ability to maintain accuracy and meet deadlines. Strong interpersonal skills and the ability to work with minimal supervision in a diversified multi-skilled environment. Ability to liaise with Managers, staff, external clients and customers. Possess good verbal and written communication skills Medically fit to use screen based equipment and perform functions of the position Team leadership, personal effectiveness management 	
Rail Safety Worker	Yes	No	Rail Safety Category
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Decision Making Authority	
People	Full managerial authority for Officer Production roles. Working across the organisation authorities as per Role Relationships table.
Financial	Nil
Technical	Programming – cover weekly and daily driving, officer- and driver-customer service work, cover planned and unplanned absences.

Key Accountabilities

(Categorised into Key Result Areas ordered by importance)

Key Result Area (& Weighting): Team Management – Safety
Major Activities
<ul style="list-style-type: none"> - Foster a zero harm culture with safety at front of mind for all employees; - Provide feedback to Depot Manager on training quality and operational standards as it relates to safety; - Coordinate and administer the OHS meetings and take actions as required; - Coordination of Emergency Management Activities and site safety audits - Provide safety briefings where required; - Provide site inductions where required; - Uphold adherence to safety rules for all aspects of yard management and depot tram movements

Key Result Area (& Weighting): Technical & Programming - Production
Major Activities
<ul style="list-style-type: none"> - Carry out all resourcing and programming tasks within the boundaries of the enterprise rostering guidelines and the EA - Allocate drivers to the appropriate roster (weekly) within the designated timeframe - Allocate non-driving operational resource as required by other departments/functions within the designated timeframe - Create the roster to deliver the plan using the available resource efficiently - Cover absences in the roster (short term, long term, emergency, single day, etc) - Maintain accurate rostering and payroll information so that employees are paid correctly - Contribute to resource planning - Make roster change information available within the required timeframe (weekly, 28 days, 12 weeks, etc) - Monitor shift swaps to ensure compliance with procedure and intervene in instances of noncompliance - Maintain and manage the weekly leave quota - Work across other functions and depots to ensure sufficient tram availability

Key Result Area (& Weighting): People Management
Major Activities
<ul style="list-style-type: none"> - Embed a customer service culture where all direct reports think like a passenger - Provide ongoing coaching, feedback and support to the Production Office. - Build and maintain an effective manager-employee relationship - Follow YT's personal effectiveness management cycle to build a capable and committed team - Use full managerial authority to improve employee effectiveness - Monitor absence and return to work follow-ups, including work and non-related injuries. - Monitor and assess Officer Production compliance to depot procedures, safety rules, Missed Shift coverage, Handover Transmittal, etc - Complete Manager accountabilities for talent identification system

Key Result Area (& Weighting): Depot Daily Operations
Major Activities
<ul style="list-style-type: none"> - Ensure that daily and weekly production data captured and reported is complete and accurate, in accordance with the relevant work instructions - Ensure accuracy of maintained relevant records (tram wash, motor vehicle, etc) as required - Manage office supplies (ordering and distribution) - Monitor weekly driver requirements & compile monthly invoices as required (e.g. Restaurant tram) - Coordinate all payroll requirements /reports & reconcile all driver pay queries/anomalies - Compile weekly contractor/visitor hours & send to Safety function - Handle distribution of documents and information for depot employees (pay slips, notice boards, diaries, etc)

- Handle and administer depot petty cash
- Handle and administer all on-site contractor services (canteen, cleaning, security)
- Accountable to request for services, reactive maintenance for the depot site, etc
- Manage depot property and tools (cars, radios, keys, appliances)
- Contribute to, and uphold the standard of consistency for Production team matters (forms, folder structure, competency, work methods)

Key Result Area (& Weighting): Depot Management Team Member

Major Activities

- Contribute to and implement the depot's action plan
- Feed back continuous improvement on systems and processes to improve efficiency
- To participate as a team member in specified projects;
- Report instances of noncompliance to YT standards while on the road for all employees;
- Identify opportunities to increase cost effectiveness;
- Maintain driving skills currency and capability at all times;
- On-call responsibilities where required.

Acknowledgement of this Position Description

You should complete the details in the acknowledgement below

Yarra Trams Position Description Acknowledgement

I acknowledge the receipt of the Position Description associated with my position. I understand these accountabilities, which have been explained to me and development needs have been identified and agreed.

Signed _____ Position Title _____

Name: _____ Location _____

Date _____