

Position Description



Position Title	General Manager Regional Rail Operations
Position No	00081472
Delegation Level	003
Job Designation	General Manager
Organisational Unit	Train Control and Planning Regional Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	General Manager
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	EGM Regional Operations

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

Lead and provide strategic management of Queensland Rail's Regional Train Control, Planning, Travel Network and Customer Interface operations to ensure the efficient and safe delivery of access provision, rail services, associated infrastructure maintenance planning activities, freight customer relationships and crisis response.

Position Responsibilities

1. Participate as a member of the Regional Operations senior leadership team to provide leadership of key operational issues through effective strategy formulation, customer, business partner and stakeholder engagement, risk management, financial and commercial excellence and people leadership.
2. Achieve the Regional Operations business targets, objectives, performance measures, safety responsibilities and continually seek to implement business performance improvement initiatives, together with the EGM Regional Operations.
3. Build and maintain constructive and collaborative relationships to facilitate a positive end to end customer experience for passengers and to deliver contractual entitlements and enhance service delivery for access holders.
4. Provide strategic input into service planning initiatives for Regional, identifying areas where service capability or capacity levels need to be increased, including a strategic frame of reference in coordinating Regional and freight service scheduling and timetabling.
5. Lead the forward planning and management of integrated freight transport co-ordination and, working with peers in freight transport management in Queensland, facilitate holistic and integrated

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transport solutions.

6. Lead and manage the Network Control function, day of operations and "below rail" responsibilities for the Regional Queensland rail network, ensuring that all relevant regulatory, contractual and safety obligations are met.
7. Lead and manage the Travel Network and Customer Interface function and ensure integration with the Train Control and Planning function to ensure integrated end-to-end customer service delivery and disruption recovery.
8. Drive a commercial orientation and customer centric focus throughout the operations 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.
9. 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 managing risk, creating service excellence, customer satisfaction, and increased volumes, revenue and profit.
10. Provide integrated overall management of Regional Train Control and Planning as the 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 skill in providing leadership and strategic direction to deliver outcomes within a complex commercial and customer oriented environment.
2. High level of skill in the application of best practice in train operations crisis response and disaster recovery to achieve transport leader status in service delivery.
3. High level of skill using creativity and innovation in driving change to achieve functional transformation.
4. Extensive knowledge of train planning and control 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.

Pre-employment Checks:

Not Applicable

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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.

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.