

Position Description



Position Title	Senior Manager Travel
Position No	00034491
Delegation Level	003
Job Designation	Manager
Organisational Unit	QLD Rail Travel
	Regional Operations
Work Centre	Cairns
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Function
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 manage the commercial aspects of Queensland Rails Travel business, with a particular focus on customer service product development, brand and the growth of sales.

Position Responsibilities

1. Participate as a member of Regional Operations senior leadership team to provide expert advice on the operation of the Travel business and its integration with the wider customer-focused functions through effective day-to-day strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.
2. Lead and manage the Travel team in developing and implementing customer business, sales and commercial strategies to raise the public profile of Travel and increase sales.
3. Achieve the Travel business targets, objectives, performance measures, safety responsibilities and continually seeking to implement business performance improvement initiatives.
4. Identify strategically and commercially viable means of growing the market share of the Travel business and increasing its revenue contribution to the group, including the development, pricing and introduction of new travel products and the targeted exploration of additional markets.
5. Develop sales strategies to raise Travel commercial and branding footprint in overseas markets, including the exploration of joint initiatives with other travel providers.
6. Provide operational oversight of the Travel sales network, including physical sales branches and customer call centre, and maintain lead accountability for customer satisfaction.
7. Mentor the Travel team to encourage customer focused strategic

Position Description



thinking and maximise opportunities for the enterprise.

8. Achieve the Queensland Rail Travel business targets, objectives, performance measures, safety responsibilities and continually seek to implement business performance improvement initiatives.

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;

Possession of formal qualifications is not mandatory although tertiary qualifications in an appropriate discipline would be an advantage. It is also acknowledged that enhanced performance can result from other learning experiences which include on-the-job training, structured professional development and/or other life experiences.

What is the key selection criteria

1. High level of skill in the management of a commercial travel business.
2. High level of skill in the development of travel products and branding.
3. High level of skill in directing a sales and customer service team.
4. High level of senior leadership capability in a large and complex organisation, focused on building a customer focused, performance-based culture.
5. High level of influencing, interpersonal, consultation, relationship building and negotiation skills that build and sustain productive relationships and partnerships.
6. High level of experience in leading a large and diverse operational team.

Pre-employment Checks:

Not Applicable

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.