

# Position Description



Position Title	<b>General Manager Rail Management Centre and Operations</b>
Position No	00034412
Delegation Level	003
Job Designation	RMC&O General Manager
Organisational Unit	Rail Management Centre & Operations SEQ Operations
Work Centre	Mayne
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Lead Function
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Executive General Manager SEQ 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 Rail Management Centre (RMC) in South East Queensland (SEQ) to ensure the efficient and safe delivery of rail services, associated customer services and crisis response.

## Position Responsibilities

1. Participate as a member of the Citytrain senior leadership team to provide leadership of key operational issues through effective strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.
2. Achieve the Citytrain business targets, objectives, performance measures, safety responsibilities and continually seek to implement business performance improvement initiatives, together with the EGM Citytrain.
3. Build and maintain excellent relationships improving the Citytrain function including working closely with other senior leaders to ensure rollingstock assets and traincrew resources effectively support service delivery levels.
4. Provide strategic input into service planning initiatives for SEQ, identifying areas where service capability or capacity levels need to be increased, including a strategic frame of reference in coordinating commuter service scheduling and timetabling.
5. Lead the forward planning and management of integrated transport co-ordination and, working with peers in public transport management in South-east Queensland, facilitate holistic and integrated public transport solutions for special events and unexpected incidents.
6. Lead and manage the Network Control function and "below rail" responsibilities for the South East Queensland rail network, ensuring

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that all relevant regulatory, contractual and safety obligations are met.

7. Lead and manage the deployment of SEQ rollingstock onto the network to ensure adequate service levels and adherence to on time running of the SEQ timetable.
8. Drive a commercial orientation 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 creating service excellence, customer satisfaction and increased volumes, revenue and profit.
10. Provide integrated overall operational management of SEQ operations 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;

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## **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 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.

## **Pre-employment Checks:**

Not Applicable

## **Health, Safety and Environment Responsibilities**

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843

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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.