

Position Description



Position Title	General Manager Station Customer Service
Position No	00034493
Delegation Level	003
Job Designation	Manager
Organisational Unit	Station Customer Service SEQ Operations
Work Centre	Brisbane
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	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

This position will drive excellent customer outcomes through its people, systems approach and continuous improvement mindset on the SEQ rail network. Ensure that the Stations Customer Service team contribute to the success of Queensland Rail's purpose of connecting communities and vision to deliver world-class rail services for our customers whilst building a culture of safety excellence and operating discipline.

Position Responsibilities

1. Stations and Customer Service Leadership - Lead and manage the operations of the SEQ Customer Service team to deliver on Queensland Rail's vision of delivering world class rail services for our customers.
2. Strategic Planning & Leadership - Set the Queensland Rail strategy for SEQ Customer Service team. Provide senior leadership in strategic planning, ensuring effective resource use, financial excellence, and people leadership to drive business outcomes and continuous improvement.
3. Driving excellent customer outcomes - Provide transformational leadership to drive excellent customer outcomes by overseeing significant change initiatives as Queensland rail undergoes unprecedented change to its network and operations.
4. Safety Leadership - Lead by example and embed a strong safety culture where safety comes first, always.
5. Stakeholder engagement and partnerships - Influence and inspire others, fostering collaboration and building strong lasting relationships with both internal and external stakeholders at all levels.
6. Drive continuous improvement - Foster a continuous improvement mindset to drive performance, ensuring the achievement on our key

Position Description



- operational targets and the fulfillment of financial obligations.
7. Operational and compliance management - Lead and manage the operations of Queensland Rail's stations within the SEQ network ensuring that all relevant regulatory, contractual and safety obligations are met.

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 safety leadership, driving a strong safety culture and ensuring that safety comes first, always.
3. High level of skill in public transport management, specifically in the areas of facilities and services management, delivering excellent customer outcomes.
4. High level of skill developing and delivering strategies that support business transformation and continuous improvement in a cost constrained environment.
5. Extensive knowledge of contemporary frameworks to develop goals, strategies, measures and expectations, as well as methodologies for improving performance and connecting people and strategy at all levels.
6. High level of influencing, interpersonal, consultation, relationship building and negotiation skills that build and sustain productive relationships and partnerships.
7. Knowledge and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

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

- 40007588 Wunya Induction
- 40001627 Building Emergency Procedures

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

- 40009601 Code of Conduct Refresher
- 40010626 Cyber Security Awareness
- 40012333 It's a Matter of Respect (Converge Int.)
- 30000835 Local Induct
- 40012117 DDA Awareness Training
- 40008165 Counter Terrorism Awareness WBT
- 40010410 Safety Comes First Always Workshop
- 40011630 TBT SCS Haz Near Miss Injury Reporting
- 40011355 TBT Workplace Noise
- 40006867 TBT Health Safety & Environ Responsibil
- 40013480 Fraud Awareness Induction
- 40006537 Rail Safety Awareness
- 40007554 TBT Alcohol & Other Drugs

Position Description



40009641 TBT Rpting Emerg Incid w/in SEQ Netw V1

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.