

Position Description



Position Title	General Manager Customer Asset Maintenance
Position No	00069693
Delegation Level	003
Job Designation	Manager
Organisational Unit	Customer Asset Maintenance SEQ Operations
Work Centre	Mayne
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

To provide senior leadership for maintenance strategies and execution for Customer Assets, to deliver outcomes aligned to Asset Management Plans and operational delivery performance requirements. To ensure effective people and safety leadership across all Customer Assets maintenance services, in-line with industry standards and best practice to deliver safe, efficient, available and reliable Customer Assets.

Position Responsibilities

1. Provide senior leadership on key operational issues in a dynamic and changing integrated passenger and rail infrastructure environment through effective and lean delivery practices and maintenance strategic and solutions to continuously improve Customer Assets availability and reliability.
2. Lead Customer Assets Maintenance teams to achieve the appropriate SEQ Businesses# safety performance, customer service performance and other relevant operational aspects ensuring an integrated approach as one Queensland Rail.
3. Lead the delivery of improvement initiatives and maintenance execution to effectively utilise resources (such as people and plant) and achieve required Customer Asset availability.
4. Manage delivery and commissioning of construction and maintenance activities of the SEQ customer assets program of work, including rollingstock, stations and depot facilities.
5. Build and maintain strategic and collaborative relationships with key stakeholders to facilitate a positive end-to-end customer experience and work to continuously improve SEQ Customer Assets performance.
6. Lead and drive a commercial focus across Queensland Rail's Customer Assets in-line with industry best practice maintenance solutions to provide greater efficiencies and cost savings.

Position Description



7. Foster an engaged workforce by establishing and leading a performance culture which values safety excellence, operational excellence, customer service, the environment and workplace diversity and builds organisational capability, providing linkages between service excellence, customer satisfaction and increased volumes, revenue and profit.
8. Provide strategic leadership in the delivery of cost effective and efficient Asset maintenance services for SEQ customers (Rollingstock and Facilities) which meet safety, legislative and stakeholder requirements.
9. Participate as a member of the appropriate SEQ business Senior Leadership Team to provide leadership of key operational issues in a dynamic and changing integrated passenger and rail infrastructure environment through effective strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.

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;
- Engineering tertiary qualifications or post graduate trade qualifications highly desirable.

What is the key selection criteria

1. High level of leadership, commercial acumen and strategic planning skills in the planning and management of major assets to deliver outcomes within a complex commercial and customer-oriented environment.
2. Extensive knowledge of railway transport operations and construction, asset management, maintenance and safety standards and its interface to other railway engineering disciplines.
3. Extensive knowledge of contract management processes including the application of General Conditions of Contract standards and extensive experience in contract administration and alliance relationships.
4. High level of skill in using creative and innovative techniques to drive change and achieve functional transformation within an integrated large operational environment.
5. High level of skill to develop and maintain motivated employees to align with the future vision of the Queensland Rail business and collectively work to achieve desired results.
6. High level of communication, influencing, consultation, negotiation and engagement skills to 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 located in the Safety and Environment Management System.

Position Description

**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.