

Position Description



Position Title	Operations Reporting & Insights Analyst
Position No	00074222
Delegation Level	007
Job Designation	RMC&O Reliability Analyst
Organisational Unit	Operational Improvement & Reliability SEQ Operations
Work Centre	Mayne
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader Reliability Improvement

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 analyse the performance of Queensland Rail's City Network and Airtrain services against contractual requirements using validated operational data. Design and deliver interpretable visualisations and insights that support continuous improvement, with a focus on transitioning from spreadsheets to dynamic dashboard reporting.

Position Responsibilities

1. Develop and maintain complex linked spreadsheets designed to meet monthly, quarterly and yearly statistical requirements.
2. Analyse and validate Citytrain and Airtrain service performance data, reconciling with incident reports to ensure accuracy and reliability.
3. Prepare ad hoc reports, including detailed analysis of on-time performance, identifying trends and recommending performance improvement strategies.
4. Monitor reports generated by Train Control staff to ensure compliance with operational and contractual requirements.
5. Assist in training and developing Citytrain Operations staff in on-time running, performance monitoring, and reporting practices.
6. Design, implement, and maintain performance reports and dashboards using data visualisation tools, with a focus on transitioning to PowerBI.
7. Assist with the design, implementation and maintenance of performance reports and dashboards, transitioning from spreadsheet-based reporting to interactive visualisations using tools such as PowerBI.

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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- Attend further training as required.

What is the key selection criteria

1. High level of analytical and research skills and database interrogation, relevant to train operations.
2. High level of computer skills specifically in development and maintenance of database and data visualisation applications, such as PowerBI.
3. High level of knowledge of Train operations and movements, including statutory and contractual obligations, in a high-density suburban commuter environment.
4. High level of skill in analysing operational performance data for Citytrain and Airtrain services, with the ability to produce detailed performance analysis and identify key improvement initiatives.
5. Substantial level of interpersonal, communication, consultation, and presentation skills to engage stakeholders and convey performance data.
6. 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.

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.