

Position Description



Position Title	RIW Program Adviser
Position No	00087342
Delegation Level	006
Job Designation	Adviser
Organisational Unit	Training Advisory Culture and Performance
Work Centre	Brisbane
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	Senior RIW Program Adviser

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

Coordinate and oversee the effective operation of the RIW System, and contractor training panel, ensuring compliance with governance, security protocols, and quality standards while identifying opportunities for business improvement. Provide direction, coaching, and support to RIW system administrators, manage RIW system business rules, and contribute to the development and implementation of job role solutions in line with compliance requirements.

Position Responsibilities

1. Coordinate and support the administration of the Rail Industry Worker (RIW) Program, RIW System and contractor training panel.
2. Design, deliver, coordinate and coach the RIW System training for administrators and RIW mobile application users to provide consistency and continuity of system applications.
3. Manage the day-to-day contract requirements of Queensland RAILS external contractor training panel ensuring quality of service and reporting obligations as stated in contract agreements are met and maintained.
4. Undertake analysis and assurance activities associated with the weekly, monthly, quarterly and yearly reporting against KPI's set for the training panel contracts.
5. Assist and contribute to the development of the monthly and quarterly reports on the external training panel and RIW Program, including highlighting any risks which need to be raised.
6. Manage the invoicing requirements associated with the monthly external training panel revenue stream.
7. Manage the ticketing systems relating to internal queries across the Training Advisory team, triage against service commitments priorities ensuring service expectations is achieved.

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8. Monitor the RIW system and respond to queries relating to the RIW Program.
9. Analyse, advise, support, and provide recommendations to management and key business partners regarding the RIW system and the National Rail Industry Worker Program, and any related legislation or standards.
10. Actively participate in specialist People, Wellbeing and Sustainability and Training and Development tasks/projects as required.

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 system administrative services and support.
2. High level of skill in the management of contracts in accordance with contract management policies and procedures and quality assurance capability.
3. Extensive knowledge of the rail industry sector and rail safety legislative requirements.
4. High level of research, analytical and problem-solving skills with an accuracy and compliance focus.
5. High level of organisational interpersonal, oral and written communication skills.
6. Substantial level of skill in working in a team environment and with minimal supervision.
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.

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.