

# Position Description



| Position Title           | Authorised Officer                       |
|--------------------------|--|
| Position No              | 00082019                                 |
| Delegation Level         | 007                                      |
| Job Designation          | Authorised Officer                       |
| Organisational Unit      | Authorised Officer Unit                  |
|                          | SEQ Operations                           |
| Work Centre              | Roma Street                              |
| Position Type            | Permanent                                |
| Rail Safety Worker       | No                                       |
| Medical Fitness Standard | Refer to relevant business instructions. |
| Performance Plan Type    | Team Member - CEMP                       |
| Shiftworker              | Yes                                      |
| Classification (Range)   | OS4 .1 - OS4 .4                          |
| Pay Scale Type           | Authorised Officers                      |
| Reports to Position      | Senior Authorised Officer                |

## 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 facilitate a safe and secure environment for Queensland Rail passengers and members of the public using the Queensland Rail network (including long distance services, through the use of appropriate conflict resolution skills and specific legislative powers to manage inappropriate, anti-social and potentially criminal and/or violent behaviour.

## Position Responsibilities

1. Provide a high level of professional customer service which facilitate an environment where passengers can access and use Queensland Rail services in a safe and secure environment.
2. Interact with passengers to promote a positive, safe and secure image of Queensland Rail and provide customer service in a professional manner.
3. Conduct safety and security related operational activities to ensure that passengers abide by relevant legislation and Queensland Rail policies and procedures, issue fines or initiate other enforcement responses as appropriate for the particular situation, including illegal track crossings and level crossing breaches. This could include the use of force while maintaining a professional presence in accordance with legislation and training.
4. Manage behaviour which is anti-social, inappropriate and/or has the potential to escalate into serious or potentially violent criminal activity and have the skills to defuse situations which may become Dangerous or unsafe.
5. In specific circumstances and within the limits of Authorised Persons powers and Queensland Law, manage people who are committing offences on Queensland Rail property while demonstrating a high level of situational awareness, conflict management and interpersonal

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skills.

6. Communicate and liaise as instructed with other relevant personnel and entities including TransLink, DTMR, Queensland Rail, Police Officers, Prosecution Services, Fines and Investigation Unit and members of the public.
7. Prepare detailed reports and statements on offenders and incidents for managers, police and other relevant parties and if required prepare documentation for court briefs and give evidence in court proceedings.
8. Perform other duties as required to promote and assist in the creation of a customer focussed secure service on the Queensland Rail Network including the utilisation and deployment of security technology and counter terrorism assets.
9. Perform duties as required in uniform or plain clothes, in an ethical and professional manner at all times.
10. Work within a flexible roster to allow Queensland Rail to redeploy resources and alter shift timings to accommodate business related issues arising across the Queensland Rail network including the long distance services.
11. Participate as an active and effective team member of Queensland Rail by providing support and assistance as required and displaying the Queensland Rail Values and Behaviours.

## 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;
- Applicants must be of "good character" as described in Sections 111B&D&F in the Transport Operations (Passenger Transport) Act 1994 (TOPTA94);
- Be physically and mentally fit to perform the operational requirements of the role of Authorised Person, including successful completion of a Functional Demands (fitness) test at least once every three years (TOPTA94-s111B2C);
- Meet the requirements of a criminal history check as described by Transport Operations (Passenger Transport) Act 1994;
- Qualify (or re-accredit) as an Authorised Person by successfully completing and passing the training course in all the functions and powers of an Authorised Person and attend further training as required;
- Qualify as a Rail Corridor Protection Officer (RCPO) and other rail safety related training required to perform the role, including completing all re-accreditations for the RCPO qualifications;
- Comply with all Queensland Rail policies, standards and specifications, and the Authorised Officer Unit Standard Operating Procedures;
- Authorised Person#s must not be under the influence of alcohol or drugs when performing their duties and must comply with applicable drug and alcohol testing requirements as stated in the legislation and Queensland Rail's policies, standards and specifications
- The ability and willingness to work a variety of shifts including weekends and public holidays and travel across the entire Queensland Rail network which at times require a few nights away from home;
- Hold a current Australian Open Driver Licence to operate a motor vehicle (manual or automatic).

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## What is the key selection criteria

1. High level of interpersonal skills including negotiation, decision making and problem solving, ability to manage conflict and anti-social behaviour professionally and appropriately.
2. High level of skill in making measured and justifiable decisions under high pressure and at times, potentially dangerous situations with the ability to behave rationally and calmly in times of conflict.
3. High level of knowledge, or the ability to rapidly acquire knowledge of relevant legislation, regulations, policies and procedures as they relate to the role, including investigative skills.
4. High level of written and oral communication skills.
5. Substantial level of skill in operating as an effective team member within a multi-skilled team as well as the ability to work with minimal supervision.
6. Substantial skill, or the ability to rapidly acquire skill, in the preparation and presentation of court evidence and a good understanding of court room procedures.
7. Substantial skill in the use of computers, two-way radio, body worn devices and other electronic devices to perform the role.
8. Knowledge of and willingness to commit to and work within Queensland Rails 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.