

Position Description



Position Title	Regional Train Service Delivery Manager (North)
Position No	00089365
Delegation Level	004
Job Designation	Manager
Organisational Unit	Regional TSD Operations Regional Operations
Work Centre	Townsville
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Snr Mgr Regional Train Service Delivery

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

Manage all personnel, operational, service and planning activities of the Regional Train Service Delivery (TSD) Operations workforce within the region, implementing transformational change strategies that will drive safety, performance, culture, productivity, building people capabilities that achieve Train Service Delivery's strategic business plan.

Position Responsibilities

1. Lead the Regional Rail Traffic Crew workforce by providing direction, support and development to build capability, engagement and a strong safety culture that ensures the region remains skilled and resourced to meet current and future operational requirements.
2. Manage operational performance by overseeing daily crew operations, regulatory compliance and service delivery initiatives to improve reliability, productivity and achievement of RTSC KPIs, on time running and customer service expectations.
3. Manage and support the Regional TSD leadership team in coordinating people and resource management to deliver a cohesive, effective and sustainable operations model that aligns with the Regional Operations Plan in a dynamic rail environment.
4. Proactively develop and implement integrated change management initiatives to drive a safety focused, high performance culture that supports a diverse, skilled and motivated workforce and improves key Regional Train Service Delivery outcomes including RTSC KPIs, on time running, safety and customer service.
5. Manage and maintain strong partnerships with internal and external stakeholders through effective communication, consultation and negotiation to support efficient business outcomes and ensure Regional Train Service Delivery objectives are achieved.

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6. Effectively communicate, consult and negotiate with internal and external stakeholders, line managers, unions and workplace representatives to resolve escalated crew issues and optimise deliver of services on time and in full to agreed standards.
7. Manage the Safety Environment Management System within Regional TSD, including the investigation of accidents, incidents and safe working breaches to ensure compliance with Queensland Rail and regulatory requirements and to support a world class safety culture.

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 leadership, interpersonal and people management skills including change management, relationship building, negotiation, coaching and performance management.
2. High level of skill in implementing transformation strategies designed to drive cultural change, employee engagement and continually improve productivity and efficiency. Results driven, customer focused and safety culture.
3. High level of influencing, interpersonal, consultation, relationship building and negotiation skills that build and sustain productive relationships and partnerships.
4. High level of skill in managing and maintaining Safe working and Workplace Health and Safety management systems, strategies and processes.
5. Extensive knowledge of rail transport or similar industry operations and associated legislation and organisational governance principles.
6. Knowledge of and willingness to commit to 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.