

Position Description



Position Title	Manager Operational Services
Position No	00069475
Delegation Level	004
Job Designation	Manager
Organisational Unit	Operational Services Regional Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Leader
Shiftworker	No
Classification (Range)	AS7 .1 - AS7 .4
Pay Scale Type	ASPT
Reports to Position	Snr Mgr Onboard & Station Customer Serv

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 establish and drive delivery of systems, projects, processes and compliance frameworks across the Onboard Customer Service Business which support operations and deliver upon Travel and Tourism strategic objective 'to provide world-class customer service'.

Position Responsibilities

1. Provide senior leadership in a dynamic and changing transport and tourism environment through effective strategy formulation, customer and business partnerships and commercial excellence.
2. Active participation as a member of the Onboard Customer Service Greater Leadership Team to contribute to the achievement of key performance targets and the development of strategies and initiatives that grow the Travel and Tourism business generally and the Onboard Customer Service business specifically in addition to continuously enhancing the customer experience onboard the long distance services.
3. Manage the Operational Services business to create a performance culture which reflects commercial and customer outcomes, a high level of teamwork and collaboration and builds organisational capacity.
4. Lead time administration, training and rostering functions to ensure the successful delivery of these operational services to Onboard Customer Service personnel and negate any impact to the operation of services and delivery of the onboard product.
5. Deliver effective and strategic business management functions to deliver customer service ground support activities across the state provided by local staff and contracted service providers.
6. Partner with areas in Travel and Tourism to deliver appropriate training in hospitality and presentation standards to operational and support employees and coach them in the implementation and integration of these standards to all Onboard Customer Services.

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7. Lead and coordinate the implementation of system enhancements to improve the efficiency and effectiveness of onboard product and presentation including back of house processes and system development, training package development and onboard compliance and auditing processes.
8. Participate in the Travel and Tourism Strategy delivery to provide advice and solutions for onboard presentation and back of house system requirements for the improvement of the onboard product through effective strategy formulation, stakeholder engagement and innovating thinking with a continual focus on safety and customer service.
9. Deliver ongoing maintenance of onboard customer service levels, hospitality functions, and service cycles and make ongoing incremental improvements as appropriate.
10. Lead the development and implementation of key Travel and Tourist projects, programs, initiatives and strategies to deliver improved business performance and commercial outcomes.

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. Extensive level of interpersonal and written communication skills, including consultation, influencing, negotiation and presentation skills, to effectively liaise with and energise internal and external stakeholders and to develop and implement successful business initiatives.
2. Extensive level of skill in leading and managing a diverse and multi-disciplinary team to deliver upon organisational objectives and drive a performance culture.
3. High level of research, analytical, problem solving and decision making skills in the delivery of effective results.
4. High level of skill in the application of project management and change management methodologies.
5. Extensive knowledge of customer service principles and practices in accordance with the ICSS standards relevant to the rail and hospitality industries.
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.

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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.