

Position Description



Position Title	Operations Delivery Support Officer
Position No	00034539
Delegation Level	007
Job Designation	Operations Delivery Support Officer
Organisational Unit	SEQ Roster Allocation
	Train Service Delivery
Work Centre	Brisbane Centra
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	Yes
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	Operations Delivery Coordinator

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

Provide operational support for the SEQ Operations Roster Centre for the creation, organisation and implementation of operational rosters and transport plans for the purposes of resource allocation, operational projects, Special Events, Daily Train Plans and Alternative Transport Plans whilst maintaining a commercial focus. Support the production and implement various train plans by effectively producing work schedules/job cards that are cost efficient and rule compliant.

Position Responsibilities

1. Support the development and maintenance of operational rosters, transport plans and job card developments, including detailed schedules and resource allocations for operational projects, network maintenance programs, major special events such as Exhibition, River Fire and New Year's Eve etc.
2. Assist to prepare, implement and maintain cost effective and efficient short term rosters and Transport Plans to ensure Queensland Rail business needs are satisfied in accordance with the relevant Workplace Agreements, Workplace Health and Safety (WH&S) obligations and all relevant Queensland Rail policies and procedures.
3. Develop and produce Train Plans and job cards for Short Term timetable implementations and alterations including infrastructure works.
4. Liaise with representatives from various Business Groups and management regarding the provision of job cards and their implications to provide quality customer service enabling efficient resource management.
5. Comply with Queensland Rail rules, regulations, instructions, procedures and statutory obligations ensuring that the service details are updated and entered into Job Cards and other IT systems

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in a timely manner to allow for roster allocation and transfer of data to occur.

6. Ensure that a quality customer service is provided to all customers.

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 applying transport operation and resource allocation knowledge in relation to train service planning.
2. High level of interpersonal and communication skills to enable the negotiation and ongoing development of efficient train plans and mentoring of network planning staff.
3. High level of planning, organising, analytical and problem solving skills.
4. Substantial level of skill in developing, retaining and managing stakeholder and customer relationships.
5. Substantial skills in the use of Queensland Rail's operational information technology systems and appropriate PC packages.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 Wunya Induction
- 40008076 Implement Fatigue Management Strategies

Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 40013480 Fraud Awareness Induction
- 40006537 Rail Safety Awareness

Work Group Qualifications (If not already held, I will gain these when in position)

- 40001627 Building Emergency Procedures

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.