

Position Description



Position Title	Relief Train Monitoring Officer
Position No	00077357
Delegation Level	008
Job Designation	RMC&O Train Monitoring Officer
Organisational Unit	Operational Improvement & Reliability SEQ Operations
Work Centre	Mayne
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	Train Monitoring 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

Monitor, record and report on the operational performance of all City Network and Airtrain services and compile operational performance reports as required by current Queensland Rail Policy and supporting the requirements of operational contracts including TransLink, Transport and Main Roads, New Generation Rollingstock and the Airtrain Agreement. Update Queensland Rail incident databases ensuring data integrity and report accuracy to provide detailed performance analysis. This includes Intergrated Train Operating System, Security Incident Management System and Vizirail, incident management and billing tool.

Position Responsibilities

1. Monitor the daily operational performance of all City Network and Airtrain services utilising current Queensland Rail electronic Train Monitoring Systems in accordance with Queensland Rail's business requirements, the TransLink Transport Service contract, the Transport and Main Roads contract and the Airtrain Agreement.
2. Investigate, record and report schedule variances to all City Network and Airtrain services.
3. Compile, collate, edit and summarise incident reports using approved Queensland Rail electronic databases and distribute to management requirements.
4. Maintain and update Electronic Train Monitoring Systems with all day of operation service alterations, ensuring correct scheduling protocols and business rules are applied in accordance with contractual requirements.
5. Assist Operations Management in responding to performance based information requests, by co-ordinating the maintenance and retrieval of records.
6. Liaise with Train Controllers, Assistant Train Controllers, Train

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Control Leaders, Day of Operations Coordinators, Management, and other Operations floor staff to ensure timely updating of train service performance with particular emphasis to on time running and contractual compliance.

7. Read and interpret train notices with particular attention to timetable changes, special event advice and isolation and closure impacts.
8. Provide mentoring and support to trainee Network Controllers for Incident reports.
9. Provide mentoring and support to trainee Train Monitoring Officers for incident reporting and on time running.

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;
- This role will not be allocated a particular link in the Master Roster, instead, it will be used to fill vacant shifts that arise due to leave, secondments and other absences. Therefore, will not have a set shift pattern.
- Work shift work, 24 hours a day, 7 days a week;
- Undergo further training;
- Work autonomously with minimum supervision;

What is the key selection criteria

1. High level of skill in interpreting and categorizing information and report writing.
2. High level of skill in operating independently with minimal supervision in a high pressure team environment.
3. High level of investigative, analytical and problem solving skills.
4. High interpersonal, communication, consultation and presentation skills.
5. Substantial skill in the use of computer systems particularly applications associated with standard Queensland Rail environment.
6. Substantial knowledge of train operations and movements in a high density traffic environment.
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.

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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.