

Position Description



Position Title	Team Leader PWS Services
Position No	00070129
Delegation Level	005
Job Designation	Consultant
Organisational Unit	People, Wellbeing & Sustainability
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Tech Professional Expert
Shiftworker	No
Classification (Range)	AS6 .1 - AS6 .4
Pay Scale Type	ASPT
Reports to Position	Business Support Lead

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 lead the team in the development of service delivery design operating models, systems and processes and implementation across People Services to streamline and address specific customer end user requirements and increase business effectiveness.

Position Responsibilities

1. Establish the Services Coordination Team as a high performing, collaborative business partner on administrative services provision and People Services initiatives to ensure the needs of the business are met through the establishment of effective strategies, programs and systems.
2. Identify, develop, manage and implement the delivery of service design and delivery business reform initiatives, including the development of recommendations and solutions aimed at improving efficiency in line with the operational strategy to ensure safety, time, cost and quality of business needs and expectations.
3. Prioritise, reform and implement integrated policies, frameworks, systems, tools and processes with a contemporary, systems thinking, end user customer focus.
4. Research and benchmark contemporary, best practice service design and delivery operating models, policies, frameworks, systems and tools.
5. Plan and coordinate the development and implementation of policy and project oriented activities for People Services including detailed change and operational readiness activities and service transition.
6. Establish and maintain effective working partnerships and relationships with the People Services team, other functional areas, leaders, external parties and key stakeholders to influence, align and implement effective people practices by providing high level advice, solutions and support focussed on organisational excellence and leader led accountability.

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7. Determine, implement, manage and drive the achievement of team business targets, objectives, performance measures, safety responsibilities and continuous improvement initiatives.

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 capability in a large and complex organisation focussed on building a customer focussed, performance-based culture.
2. High level of knowledge of contemporary People & Culture frameworks, systems, processes and service design principles and their practical application within a large, geographically dispersed, complex and diverse organisation.
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 the coordination and implementation of people systems, policies and frameworks.
5. High level of skill in the application of project management, change management and operational readiness approaches in a large and complex organisation.
6. Knowledge of and willingness to commit to 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.

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.