

Position Description



Position Title	Train Service Delivery Operational Improvement Officer
Position No	00029844
Delegation Level	006
Job Designation	Officer
Organisational Unit	TSD Ops & Support Train Service Delivery
Work Centre	Bowen Hills
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	Senior Manager 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

Provide analytical and project management support within Train Service Delivery for the development, implementation and communication of business and operational improvement initiatives and strategies.

Position Responsibilities

1. Critically analyse and report on Train Service Delivery safety performance and other operational related data and identify improvement initiatives and strategies within Train Service Delivery.
2. Provide strategic support to Train Service Delivery Management in the communication and promotion of business objectives by developing and implementing communication plans, actions, tools, processes and activities.
3. Establish and maintain effective working relationships with key stakeholders to support Train Service Delivery's ability to deliver effective communication to meet performance and business objectives.
4. Coordinate, write and maintain relevant SEMS information to ensure Train Service Delivery meets legislative business obligations.
5. Coordinate Train Service Delivery's investigations and reporting of safety incidents and assist in driving a reduction in reportable incidents in collaboration with the Train Service Delivery Management team.
6. Undertake other tasks and projects which support the day to day functioning of Train Service Delivery as directed by the Manager TSD Operations.

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;

Position Description



What is the key selection criteria

1. High level of skill in the detailed analysis of data and business information to identify business improvement initiatives.
2. Substantial level of skill in the development and implementation of effective internal communication plans.
3. Substantial level of communication and consultation skills necessary to build and sustain productive relationships and effectively liaise with stakeholders.
4. Substantial knowledge of Safety Management Systems and legislation relevant to Workplace Health and Safety.
5. Knowledge of and willingness to commit to and work within Queensland Rail's Values.

Pre-employment Checks:

Not Applicable

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

- 40007588 Wunya Induction
- 40001627 Building Emergency Procedures

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

- 40009601 Code of Conduct Refresher
- 30000835 Local Induct
- 40013480 Fraud Awareness Induction
- 40006537 Rail Safety Awareness

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.