JOB ROLE STATEMENT

MANAGER REAL-TIME TRAFFIC OPERATIONS LEVEL 8

DIRECTORATE	NETWORK OPERATIONS	*CATEGORY 1*	
BRANCH	REAL-TIME TRAFFIC OPERATIONS	*POSITION NO*	VARIOUS

KEY RESPONSIBILITIES

Manage the 'Command' and Control' function at Main Roads' Real-Time Traffic Operations (RTTO) Centre, ensuring safe, reliable, and efficient movement of vehicles across the Metropolitan and broader Western Australia road network. Manage the development and release of traffic communications to the travelling public by ensuring close collaboration with the Strategy and Communications Directorate. Manage the 'Control Room' and integrated network monitoring system during crisis and major incident to direct safe passage of co-ordinated incident response services to the incidents.

KEY DELIVERIES

Traffic Operations

- Manage the 'Command' and 'Control' function at Main Roads' RTTO including strategically delegating specialised resources to provide regional operational support, for:
  - traffic incidents, including the deployment of Incident Response Services
  - traffic impact information from planned and unplanned events to media, navigation companies, web and mobile app developers and direct to road users via radio, electronic Variable Message Signs (VMS), MRWA website
  - deployment, review and implementation of policy and guidelines related to traffic operations
  - real-time data to enable optimal traffic flow and minimise disruptions on the road network
- Provide strategic expertise for managing smart freeway operation including tactical directions to achieve optimal freeway operation and engage with high level stakeholders to lead the forward planning of works and events, minimising operational impacts and avoiding logistical conflicts on the network.
- Provide strategic and tactical directions for the smooth transition into operations of new systems and devices while advocating for the use of innovative Operational Technology (OT) to maximise successful outcomes in managing traffic operations.
- Strategically provide traffic advice for front-line incident and user information services.
- Manage the Control Room after hours during crisis incidents, major incidents that are causing significant traffic congestion, or major incidents that are attracting significant media attention.
- Manage the utilisation of real-time traffic data to optimise traffic flows and minimise disruptions to traffic across the road network.
- Manage the development of efficient processes and governance frameworks for responding to traffic incidents and unplanned events on the metropolitan road network to ensure accurate and timely resolutions to minimise network disruptions and meet all incident management requirements as stipulated by Main Roads policies and the requirements of emergency services.

Contract Management

- Oversee the management of the Metropolitan Towing for State Roads Contract and Clearways Management Contract to ensure achievement of contractual outcomes.
- Manage agreements for the operation and co-ordination of the Clearways across the Central Business District (CBD).

Leadership and Management

- Provide strategic leadership and input into Main Roads Network Operations strategy, standards, systems and policies.
- Provide leadership for defining operational strategies and contribute to the formulation of the Main Roads' Network Operations strategy, standards, systems and policies.
- Manage employee behaviour, performance and development.
- Manage financial, technological, physical and other resources within agreed allocations to meet agreed outcomes.

Stakeholder Relationships

- Provide strategic advice on traffic operations, including the use of OT and ITS solutions to monitor and manage network impacts and performance during incidents and degraded operations.
- Build and enhance professional working relationships with key internal and external stakeholders (e.g. Crisis, Emergency & Incident Response team, Transport Portfolio partners, Emergency Services organisations, Regional Services and Electrical Services).
- Represent Main Roads on external committees and working groups.

SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on '*iRoads*' intranet.

LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development

REPORTING RELATIONSHIPS

This position reports to:

(A)	*TITLE AND LEVEL*		*POSITION NO*
	DIRECTOR REAL-TIME AND ITS OPERATIONS	LEVEL 9	P0062324

MANAGER REAL-TIME TRAFFIC OPERATIONS
LEVEL 8

POSITIONS UNDER DIRECT SUPERVISION

List the position numbers, titles and levels of positions directly supervised

TITLE and LEVEL		*POSITION No*
Real-Time Traffic Operations Manager	LEVEL 7	

ALL POSITIONS UNDER CONTROL

State number of positions only

CATEGORY	*NUMBER*
Salaried	various
	various

SELECTION CRITERIA – SHOULD BE ADDRESSED IN THE CONTEXT OF THE ROLE

ESSENTIAL:

- Extensive skill, knowledge and experience in:
  - managing real-time road network traffic operations in a major city 24/7 operational environment
  - leadership and directions for real-time traffic operations, ensuring co-ordinated responses to incidents, emergencies, and planned and/or unplanned events delivered by multi-disciplinary services with high operational accountability
  - managing traffic control-centre functions, decision making under pressure and interpreting real-time operational data
  - conflict management and negotiation for setting road closures priorities
  - building and enhancing stakeholder relationships
  - managing employee behaviour performance and development
  - managing financial, technological, physical and other resources within agreed allocations to meet agreed outcomes
- Knowledge of:
  - traffic management, including towing legislation, standards and guidelines
  - policies and practices on Work Health and Safety (WHS), and on EEO, diversity and equity
- Possession of a current Western Australian 'C' or 'C-A' Class (car) motor vehicle drivers' licence or an approved equivalent.

DESIRABLE:

- A Degree in Transport Planning, or Traffic Management, or Transport Engineering, or other relevant discipline.

CERTIFICATION

1. *The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.*

SIGNATURE ..... *DATE* 19/01/2026
BRANCH/SECTION HEAD

2. *The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.*

SIGNATURE ..... *DATE* 19 Jan 2020
EXECUTIVE DIRECTOR NETWORK OPERATIONS

3. *The details contained in this document have been reviewed and conform to Main Roads guidelines.*

SIGNATURE ..... *DATE* 20/1/26
A/ EXECUTIVE DIRECTOR HUMAN RESOURCES