



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

#### Position Title

Operations Supervisor

#### Level

4

#### Position Number

37663

(Nominated, Operational)

#### Division/Directorate

Transwa

#### Branch/Section

Operations

#### Effective Date

March 2026

#### Health Task Risk Assessment Category

3

### Reporting relationships

Superordinate: Operations Coordinator Level 5

Subordinates: No Direct Reports

### Key role of this position

Provides operational supervision to ensure the effective delivery of Transwa's services.

### Core duties and responsibilities

#### Operations

- Ensures the efficient operation of all aspects the Transwa Operations Office, through supervision of the Operations Officers
- Liaises with relevant stakeholders to ensure availability of railcars and road coaches to facilitate scheduled arrivals and departures.
- Liaises with relevant stakeholders to meet alterations to scheduled services.
- Liaises with maintenance contractors and other relevant stakeholders for scheduled and unscheduled maintenance requirements to Transwa Railcar and Road Coach Fleets.
- Liaises with relevant operational staff in the event of ground-based support staff being required during operational incidents or other contingencies.
- Maintains an appropriate working relationship with the railcar maintenance and road coach maintenance contractors.
- Liaises with contractors and other relevant stakeholders to ensure railcars and road coaches are presented cleaned and fit for purpose.
- Provides support to personnel conducting Drug and Alcohol testing to minimize operational delays.
- In consultation with the Training Manager Rail and Road, provides on the job training, mentoring and support for new Operations Officers.
- Assists Transwa managers in the investigation of incidents reported on IFRIS and reviews and responds to customer feedback, including customer complaints.

#### Administration

- Maintains rosters for Transwa wages staff in accordance with relevant Industrial Agreements using PTA Rostering Software.
- Oversees Operations Officers to adjust rosters as necessary for sickness or other contingencies.

- Performs timekeeping duties and coordinates the production of payroll data files and liaises with the PTA's Payroll Section as required.
- Submits timely and accurate reports and recommendations to formulate continuous improvement methods in accordance with the PTA's Quality Assurance System.
- Publishes Temporary Speed Restriction notifications to staff concerning network operations.

#### **Staff**

- Actively contributes to the development and maintenance of a strong teamwork culture within the Transwa Operations Branch.
- Motivates, coaches and provides support to staff within area of supervision.
- Supervises and supports office administration and operating staff.
- Inspects office cleaning personnel activities and instructs where necessary.
- Ensures Operations Officers comply with work instructions, policies and procedures, including those related to workplace safety.
- Interviews and provides support for Operations personnel involved in Safeworking, critical or other incidents when required.
- Ensures all staff meet the required dress standards.
- Carries out, as required, such tasks and functions that are consistent with the employee's skills, competence and training.

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### **SELECTION CRITERIA**

#### **1. Core Competencies**

- Substantial knowledge of and/or experience within a road and rail operations environment.
- Practical working knowledge of safe working principles within a road and rail operations environment.
- Considerable knowledge of:
  - Work Health and Safety principles, practices, policies and procedures.
  - Proven ability to interpret and apply Industrial Awards and Agreements.

#### **2. Management and Leadership**

- Well-developed leadership skills, including the ability to:
  - motivate and support people.
  - assume control in response to serious incidents.
- Demonstrated ability to work autonomously, including using initiative and acting proactively.

#### **3. Communication and Interpersonal**

- Well-developed communication skills (written, verbal and interpersonal) including relationship building skills.
- Proven mediation and conflict resolution skills.
- Demonstrated ability to work in a team environment.

#### **4. Conceptual, Analytical and Problem Solving**

- Well-developed problem-solving skills, including the ability to review and implement improvements.
- Demonstrated ability to interpret Awards and Agreements.

#### **5. Computer Literacy**

- Well-developed computer literacy to complete rostering and timekeeping functions for the Depot and prepare payroll information.
- Competent in common office-based computer applications such as Microsoft Outlook, Word, Excel and Team

**6. Special Requirements**

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.
- Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent. This requirement continues for the duration of employment in this position and from time-to-time production of the licence on request by the PTA may be required.
- Able to work shift work and / or weekend work as required
- Knowledge of surveillance system, emergency evacuation alarm system,
- Applicants must meet the special requirements shown below within an agreed period. Cancellation of the appointment will occur where an applicant does not meet the special requirements within an agreed period of time after appointment.
  - Supervised Worker Track Access Permit
  - Electrification Safety and Awareness
  - Radio Procedures Course
  - Basic First Aid
  - Fire Wardens Course.

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**Certification**

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

**Managing Director / Executive Director / General Manager**

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**Signature**

.....  
**Date**

**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**

