

JOB ROLE STATEMENT**REAL-TIME TRAFFIC OPERATIONS MANAGER
LEVEL 7**

DIRECTORATE	NETWORK OPERATIONS	POSITION NO	P0062907
BRANCH	REAL-TIME TRAFFIC OPERATIONS		

KEY RESPONSIBILITIES

Manage Real Time Traffic Operations and associated services across the Metropolitan road network to ensure that the road network is operating at its maximum efficiency at all times in order to meet journey time and reliability targets.

KEY DELIVERIES**Traffic Operations**

- Utilise traffic and transport management techniques and appropriate management tools to manage and continuously improve traffic performance across the Metropolitan road network.
- Coordinate the management of unplanned incidents and minimise their impact on the road network through the identification of incident risk, early detection, use of appropriate responses and incident plans, timely clearing and evaluation of outcomes.
- Monitor operational dashboards and real-time traffic data and report on the performance of the Real Time Traffic Operations team to meet network operational targets.
- Strategically resource Real Time Traffic Operations to ensure the presence of appropriately trained operators for 24/7 coverage.
- Manage services to remove illegally parked vehicles from Clearways, Bus Lanes and No Stopping Zones in the Perth Central Business District (CBD).
- Lead daily “lessons learnt” exercises to inform continuous improvement operations

Policy, Guidelines and Technical Standards

- Manage the development, review and implementation of policy and guidelines related to traffic operations processes and practices and incident management response practices.

Leadership and Management

- Model good leadership to inspire direction and performance, develop people, and drive change.
- Establish the principles, operating parameters and standards for traffic operations and foster the development of staff to provide best practice in the application of systems and traffic operations techniques to ensure that the team remain in a state of operational readiness.
- Manage financial, technological, physical and other resources within agreed allocations to meet agreed outcomes.
- Manage and promote the adherence to Safety, Health and Wellbeing.

Stakeholder Relationships

- Build and enhance professional working relationships with Area and Route Managers and other key stakeholders.
- Represent Main Roads on committees and working parties, public meetings and workshops.
- Participation in Directorate strategic business and operational improvement initiatives.

OCCUPATIONAL SAFETY, HEALTH AND WELLBEING (OSH&W)

Responsible for active participation and performance to OSH&W standards as detailed by the Main Roads’ Safety, Health and Wellbeing (SH&W) Management System - refer to “SH&W Responsibility and Accountability 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
MANAGER REAL-TIME TRAFFIC OPERATIONS	P0062489

REAL-TIME TRAFFIC OPERATIONS MANAGER LEVEL 7

POSITIONS UNDER DIRECT SUPERVISION

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

TITLE and LEVEL	POSITION No	CATEGORY	NUMBER
Traffic Incident Response Manager (X2)	LEVEL 6	Salaried	up to 19
TOTAL			Up to 19

ALL POSITIONS UNDER CONTROL

State number of positions only

SELECTION CRITERIA

ESSENTIAL:

- Comprehensive skill, knowledge and experience in:
 - command and control of a real-time operations centre in a major city, and appropriate operational decision making
 - achieving key performance indicators (KPIs) in a real-time environment
 - managing employee behaviour, performance and development
 - investigation, analysis and problem solving
 - building and enhancing stakeholder relationships
 - negotiation and facilitation
 - managing financial, technological, physical and other resources within agreed allocations to meet agreed outcomes
 - development and implementation of operational policy, standards and guidelines
- Knowledge of:
 - policies and practices on Occupational Safety and Health, and on EEO, diversity and equity
- Possession of a current Western Australian 'C' Class (car) motor vehicle drivers licence or an approved equivalent.

DESIRABLE:

- A relevant tertiary qualification.
- Experience in traffic management or traffic operations and associated Intelligent Transport Systems applications such as Smart (Managed) freeways, STREAMS and SCATS
- Knowledge of operational modelling techniques

CERTIFICATION

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

SIGNATURE DATE

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

EXECUTIVE DIRECTOR

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

SIGNATURE
MANAGER HR BUSINESS

DATE