



Job Description Form

Our Purpose

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

Position Title

Operations Manager

Level

9

Position Number

30958

Division/Directorate

Transperth Train Operations

Branch/Section

Operations

Effective Date

July 2018

Health Task Risk Assessment Category

2

Reporting relationships

Superordinate: General Manager, Transperth Train Operations, Class 2

Subordinates: Assistant Operations Manager, Level 7

Service Planning Manager, Level 7

Train Services Manager, Level 7

Depot Manager Claisebrook, Level 7

Depot Manager Mandurah, Level 5

Depot Manager Nowergup, Level 5

Training Manager EMU's, Level 6

Key role of this position

Provides leadership and direction for the delivery of passenger services in WA and is responsible for the efficient, effective and safe operations of the Perth Urban Rail System; including stations, drivers, scheduling and risk.

Core duties and responsibilities

Technical Leadership

- Develops and manages the operation of the passenger services network in accordance Railway Safety Standard AS4292 as amended with particular emphasis on implementing Safeworking systems.
- Develops and maintains efficient scheduling and configuration arrangements for the various lines to ensure sufficient capacity to meet customer requirements.
- Develops procedures to manage special events, risks and other than routine events and occurrences.
- Investigates and provides recommendations on the development of and improvements to train operations and train services.
- Manages contracts associated with the delivery of services.
- Establishes strong working partnerships with Railcar Maintenance Branch and other support services to ensure delivery of services at the least cost and to comply with contractual obligations to Department of Transport.

Management

- As a member of the Transperth Trains Division Management Team, contributes to the Division's strategic planning and direction.
- Manages the Urban Operations Branch resources to maximise performance and meet identified business objectives and monitors / reports on performance.
- Builds and maintains a motivated and productive Branch team, including providing staff with opportunities aimed at developing and enhancing their career opportunities.
- Ensures that staff remain trained and competent in their roles consistent with the competency based requirements and Rail Safety Standards
- Ensures compliance with required regulations, standards, codes, corporate policies and procedures.
- Monitors and reviews work practices within the Branch, promoting innovation and continuous improvement, and provides leadership in introducing improvements.
- Develops and implements strategic plans and policies and reviews security systems and procedures to continuously improve safety, performance, and meet customer requirements and ensure alignment with organisational objectives.

Other

- Carries out as required, such tasks and functions that are within the limits of the employee's skills, competence and training.

Essential Work Related Requirements

1. Job Specific

- Focuses strategically on the development, implementation and maintenance of passenger services in a public environment based on demonstrated knowledge and expertise in this area.
- Draws on knowledge and experience in rail transit services and passenger requirements to identify current and emerging issues and to develop strategies to address these.
- Delivers rail transit operational services, ensuring systems and procedures meet regulatory and safety requirements.
- Manages contracts to achieve stated outcomes.
- Assumes and maintains control of emergency situations.

2. Leadership and Management

- Demonstrated experience in the development and management of contracts and an ability to work with contractors.

3. Communication and Interpersonal

- Confidently presents strategy and operational directions to staff and the general public in a concise and articulate manner
- Builds effective internal and external relationships and partnerships that promote and deliver an efficient rail transit service
- Develops and implements the capability of staff to meet demands associated with the provision of passenger rail transport services, including operating in potentially stressful situations. Develops procedures and arranges for the delivery of training.

4. Conceptual, Analytical and Problem Solving

- Demonstrated conceptual and analytical skills, including the ability to provide innovative solutions to solving problems.

Special Appointment 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.
- Applicants must meet the special requirements shown below within an agreed period of time. Cancellation of the appointment will occur where an applicant does not meet the special requirements within an agreed period of time after appointment:
 - Rail Traffic Crew (RTC) Track Access Permit

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

.....
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

