

# Role Statement



TITLE OF POSITION: OPERATIONS CONTROLLER  
CLASSIFICATION LEVEL: Weekly Paid

## Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

## Division

The Safety and Service Division comprises four directorates: Transport Operations, Asset Management, Infrastructure Delivery and Regulation. This role forms part of the Transport Operations Directorate / Rail Operations Section.

## Role Overview

The Operations Controller is responsible for:

- Maintaining the delivery of an effective and safe train service through the regulation, control and monitoring of all train movements in accordance with service agreements, working timetables and operational plans
- The management of the Passenger Information and Database Management System (DBMS) through the use of SigView, Netspire and Open Access systems
- Managing day to day access to infrastructure in the rail corridor for construction and maintenance activities in accordance with relevant policies and procedures.

## Key Outcomes of the Role

The Operations Controller is required to undertake a wide range of activities including, but not limited to, the following:

- a. managing and controlling the movement of all trains and track vehicles over the rail system in accordance with safe working rules, procedures, instructions and interface agreements
- b. managing network resources through the operation of signals, points and other equipment in a safe and efficient manner
- c. applying train management strategies so as to minimise the flow-on impact of any delays through the effective use of the computerised control computer system
- d. ensuring accurate and appropriate reports are completed and submitted in accordance with procedures, including:

Directorate: Operational Services  
Position Number: Rail Commissioner  
ANZSCO Code: 7313  
Location: Metropolitan Adelaide



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- ensuring all reports concerning train delays and failures related to mechanical problems or staff error are recorded, and appropriate action is taken
  - ensuring reports of any track and signal irregularity, which may affect safety and train running performance are acted upon in a timely manner
  - ensuring railcar data logs and video evidence are preserved in relation to any incidents that may require investigation
  - providing detailed reports on issues of a safe working or of a customer service nature and recommend appropriate improvement strategies as necessary
- e. attending to enquiries pertaining to incidents and irregularities, ensuring that Operational staff are supported out of hours during and after incidents and ensuring that the Shift Manager is fully informed of all incidents and irregularities
  - f. providing expert advice on safe working matters and providing prompt and accurate information, instructions and any other particulars that impact / potentially impact safe operations to train crews, track workers, other operations controllers and other maintenance staff
  - g. ensuring operational supervisors are promptly informed of delays to enable replacement crew and rollingstock to be arranged in a timely manner
  - h. keeping constantly and closely informed as to the location and progress of trains, obtaining reports in relation to delays, including monitoring the opening/closing of outer depots and worksites in accordance with agreed procedures
  - i. developing and implementing achievable train platform and pathing diagrams
  - j. managing day-to-day and long term data requirements for timetable selection and allocation for the computerized control system, including updating and maintaining daily changes to train running information for operational needs and special events
  - k. ensuring that any accident, incident or abnormality is dealt with in accordance with emergency management procedures, including liaison with emergency services of protection arrangements and known risks at the incident site, and protection of incident sites against further incidents as a result of train movements or damaged infrastructure, ensuring infrastructure is isolated where appropriate
  - l. ensuring that all relevant procedures, rules and instructions are strictly complied with in relation to granting track access for maintenance or construction activities, including ensuring electronic protection arrangements are applied as required to protect workers on or near the track
  - m. identifying and recommending service improvement opportunities to the service and planning group in relation to timetable development and improvement
  - n. managing the train notice data base, including the production and distribution of daily and special train notices
  - o. ensuring that external control centres are informed of any incident or irregularity that may impact rail movements or track workers on their network.
  - p. managing trains and track maintenance vehicles to ensure that route suitability and safety integrity is maintained on areas of track where rollingstock type restrictions / limitations are imposed on short or long term basis
  - q. coordinating activities with other work groups to ensure that worksites are not compromised through inappropriate rollingstock pathing
  - r. ensuring all communications is in accordance with established protocols and are conducted in a professional manner, including providing accurate, clear and consistent direction in the application of safe working rules, procedures and instructions
  - s. Assist the Operations Controllers training and assessment in consultation with Learning & Development, by maintaining the skills associated with training through involvement in the delivery of training as required, mentoring and supporting other staff as required and contributing to the development of future training for Operations Controllers
  - t. Contributing to a high standard of customer service for internal and external clients and quality management and risk,



- u. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

## Special Conditions and Essential Requirements

Identified as a Rail Safety Worker role, classified as Safety Critical Worker Category 2 and is subject to periodic health assessments as per Rail Safety National Law (SA) 2012.

All Rail Safety Workers must carry out their duties in accordance with the Rail Safety National Law (SA) 2012 and as outlined within the Rail Commissioner's Safety Management System.

Required to work shift work in accordance with a seven (7) day roster including morning, night, weekend and public holiday shifts.

This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history/record check in line with departmental policies and procedures.

### **Qualifications / Licences**

- a. Qualification in Rail Safe Working rules and procedures.

### **Person Capabilities**

- a. Demonstrate awareness and respect for Aboriginal and Torres Strait Islander people's cultural values and social issues that may impact on their ability to access services and programs
- b. Demonstrates a commitment to exhibiting and inspiring their team members and workforce to actively engage in the behaviours that reflect the DPTI values including:
  - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
  - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
  - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we're doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
  - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
  - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Extensive knowledge and experience working within a rail operations environment, with demonstrated experience in management and coordination of response and recovery activities.
- f. Proven experience in providing leadership to workgroups within an operational environment, leading performance management and conflict resolution processes; to achieve positive outcomes and deliver high level customer service.

- g. Demonstrated knowledge of Rail Safety National Law (SA) 2012, WH&S Act & Regulations and associated Government legislation, policies, practices and operations; and risk, quality and safety management principles and systems.
- h. Well-developed communication skills, including the ability to liaise effectively at all levels in a professional and tactful manner, both in writing and verbally; listen to staff, service providers and customers; contribute to successful and positive negotiations; and formulate solutions to problems.
- i. Demonstrated ability to maintain concentration for extended periods on tasks, with high attention to detail.
- j. Works collaboratively with team members to deliver work and contribute to the evaluation of service performance objectives.
- k. Demonstrated experience working under limited direction applying initiative and judgement while ensuring all work practices comply with relevant legislation, regulations and standards.
- l. Ability to exercise sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- m. Ability to apply specific and prescribed training and experience, including the application of relevant practices, procedures and standards, ensuring work practices continuously improve and quality principles are applied.

Delegate Approval

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Name

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Signature

Date:     /     /