



EXECUTIVE ROLE STATEMENT

ROLE STATEMENT APPROVAL

..... / / 2015
Chief Executive

..... / / 2015
Occupant

JOB TITLE: MANAGER RAIL OPERATIONS

CLASSIFICATION: SAES 1

AGENCY: Department of Planning, Transport and Infrastructure

DIVISION: SAFETY AND SERVICE (Rail Operations)

GENERAL PURPOSE OF THE ROLE

The Department of Planning, Transport and Infrastructure works as part of our community to deliver effective planning policy, efficient transport and social and economic infrastructure. This is done by harnessing the diversity of our purposes and our people to improve the lifestyle of all South Australians. By working together we capitalize on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

The Safety and Service Division is one of three divisions within the department and is required to deliver the state's integrated transport and land use plan maximising the use of the state's infrastructure for the benefit of all South Australians. The division has responsibility for efficient, timely and safe public transport systems, connecting businesses to markets by freight, rail and road systems and build South Australia as a competitive well connected state.

Within the division, Operational Services is one of four sections. Headed by the General Manager Operational Services, the section comprises six branches including the Rail Operations Branch.

The Manager Rail Operations is responsible to the General Manager Operational Services for:

- Leading, overseeing and delivering critical planning and operations for the department's train, tram and rail networks to enable the achievement of strategic rail transport objectives and operations.
- Planning, leading and influencing the coordination of critical systems, assets and operations which enhance rail services to the community.
- Leading, influencing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- Resolving complex issues with innovative solutions that are consistent with the SA strategic objectives and national and international developments.
- Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.
- Formulating policies and practices that influence the direction on key corporate issues, position the organisation to meet future challenges and enable the achievement of the goals and objectives of Operational Services.
- Formulating substantial policies and practices that predict and position the organisation to meet future challenges.
- Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.

ROLE BACKGROUND

The Manager Rail Operations provides high level leadership to oversee and enable the effective delivery of critical planning and operations for DPTI's train, rail and tram operations and networks. The Manager Rail Operations plans, leads and influences the coordination of critical systems, assets and operations which impact on the achievement of the agency's strategic rail transport objectives and functions.

The scope of the role is significant and includes responsibility for the comprehensive coordination and delivery of all rail operations and functions necessary to achieve service and safety standards whilst identifying, planning and managing a range of major service improvement and reform projects, changes, risks, issues and events.

The role manages sensitive, complex and high level consultation and engagement with key stakeholders across the state, and in this capacity leads changes to operations and systems to achieve ongoing improvements to rail operations and network safety and efficiency.

The role drives the effective administration and achievement of reporting required under the Rail Safety Act, including the oversight of all operations, assets and systems in strict compliance with national auditing guidelines.

The role exercises high level leadership in the development and implementation of innovative strategies, plans and changes which manage significant organisational and political challenges, risks and competing priorities.

The operations are conducted in a complex industrial environment.

KEY RELATIONSHIPS

The Manager Rail Operations:

- Reports to the General Manager Operational Services.
- Negotiates ideas and concepts with the Chief Officer and general managers to achieve the adoption of specific procedures, methods and strategies designed to enhance operations.
- Leads, convinces and motivates staff, clients and others in the achievement of difficult and sometimes conflicting objectives.

KEY OUTCOMES OF ROLE (General performance measures)

- The delivery of agency policies, strategies and systems that influence, guide and enable the effective and integrated operation, management and maintenance of the state's infrastructure.
- The effective and efficient delivery of sound and well maintained rail transport services to the community consistent with the department's service objectives.
- Leadership in the identification and implementation of innovative solutions which improve services and economic viability of the state's rail transport systems and encompassing the safety and the security concerns of the public consistent with the SA strategic objectives and national and international developments.
- The creation, modelling and implementation of social, ethical, organisational and public sector values and standards which also comply with legislative requirements and lead community expectations.
- Improvement in the reliability of operating standards and timeliness for trains and trams and the effectiveness of the rail network.
- The delivery of authoritative advice and consultancy of a strategic, operational or technical nature to the Chief Executive, Chief Officers and the agency in support of high level strategic planning and operational efficacy.
- The anticipation, identification, analysis and resolution of highly critical and complex issues, risks and disputes emerging from ongoing operational performance.
- The ongoing attainment of the Rail Commissioner Accreditation Standards

KEY CHALLENGES

- To successfully champion the agency's vision and goals, and maintain business unit consistency with organisational and strategic directions.
- To drive and control the functions of the work group towards efficient and effective delivery consistent with the strategy, policies and priorities of both the agency and the whole-of-government.
- To determine, secure and control substantial resources and systems which drive the effective planning and delivery of operations, programs, projects and initiatives.
- To drive an organisational change agenda and maximise results across all operations.
- To anticipate emerging issues, risks and changing contexts, and develop innovative strategies to solve complex problems and seize opportunities.
- To position the organisation for future success, identify opportunities, transform ideas into actions, and achieve expected outcomes.
- To establish robust processes to monitor and develop staff performance.
- To achieve industrial cooperation and harmony between the various employee representative bodies, the workforce and management.
- To cooperate positively and constructively with all other sections and divisions to contribute to the achievement of the division's and the agency's stated strategic objectives.

CONDITIONS

The Manager Rail Operations will be required to:

- Enter into an annual performance agreement with the Chief Executive and participate in the DPTI Executive Performance Management process (which establishes the key deliverables and targets).
- Actively model and promote the behaviours required under the Code of Ethics for SA Public Sector Employees, and the objectives, values, principles and standards in, or made under the *Public Sector Act 2009*.
- Actively support and provide a leadership role in relation to government requirements for the management of agencies and employees, including workplace safety, improved customer service, timely and transparent decision making, administrative efficiency and increased workforce diversity.

DPTI supports and actively encourages flexible working arrangements to enable its executives to effectively balance work and life. Such arrangements may be negotiated with the Chief Executive.

RESOURCE MANAGEMENT

The following statistics may be directly relevant to particular roles.

Subordinate staff (aggregate)	450 FTE
Financial (Revenue)	\$XX pa
(Expenditure)	\$XX pa (including salaries)

RELEVANT LINKS

- SAES Competencies Refer - <http://www.saes.sa.gov.au>
- Code of Ethics for SA Public Sector Employees Refer - <http://www.oper.sa.gov.au/>
- Public Sector Act 2009 Refer - <http://www.legislation.sa.gov.au>
- DPTI's strategic contributions to South Australia's Strategic Plan Refer - http://dpti.sa.gov.au/government_strategies

ROLE CONTEXT

DPTI is a values-driven organisation – our shared values guide the way we work together and our attitudes to work. We have five values that were developed by our people:

Collaboration – we work collaboratively as one team to serve our community. This means our diversified teams work together to achieve shared goals.

Honesty – 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.

Excellence – we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we are doing the best.

Enjoyment – 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.

Respect – 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.

These values help us to focus on how we conduct our business, rather than simply on the result. They provide a framework for decisions and actions that ultimately affect the quality of service we deliver to the South Australian community.

THE PERSON

The occupant is expected to:

- Be highly respected both professionally and personally by industry.
- Set extraordinarily high standards of personal behaviour and expect them to be replicated in the people they lead.
- Balance people priorities with project priorities.
- Be a fearless change leader and service improver.
- Be flexible, responsive and innovative.
- Shift culture through their interpersonal skills and behaviours.
- Be politically astute and interact well at the most senior levels.
- Engage closely and effectively with stakeholders.

SELECTION CRITERIA (Applicants will be assessed against the following)

SA Executive Service competencies:

- Shapes strategic thinking and change.
- Achieves results.
- Drives business excellence.
- Forges relationships and engages others.
- Exemplifies personal drive and professionalism.

Aboriginal Cultural Competency:

- Proven experience in working with and promoting Aboriginal and Torres Strait Islander people's aspirations to self determination, provide organisational leadership ensuring culturally inclusive programs, community engagement, policies and practices.

Other selection criteria:

- A relevant tertiary and/or post graduate qualification in a relevant and appropriate discipline
- Extensive experience in achieving outcomes through leading, motivating and influencing a diverse range of staff in the efficient delivery of strategic programs, projects, systems and/or services.
- Demonstrated strategic thinking and ability to act with urgency, accept and expect responsibility, successfully lead and implement solutions and change and risk management initiatives across an organisation.
- Proven ability to work under broad direction in determining, measuring and improving performance outcomes and strategically planning multifaceted activities to achieve corporate objectives.
- Comprehensive knowledge of the issues, risks, trends and directions associated with the assigned services, systems and/or programs within a social, economic and commercial context.
- Successful experience in influencing sensitive negotiations that engage stakeholders and demonstrate commitment to customers, with writing skills that deliver clear and concise advice appropriate to the audience.
- Demonstrated commitment and ability to facilitate culture change through implementation of the Code of Ethics for the South Australian Public Sector and Professional Conduct Standards within that code, and the DPTI Values.