

Role Statement



TITLE OF POSITION: SUBURBAN TRAIN DRIVER, TRAINEE TO MAINLINE
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: Operational Services, Asset Management, Project Delivery and Safety and Policy Programs. This role forms part of the Operational Services Directorate / Rail Operations Section.

Role Overview

The Suburban Train Driver is responsible for delivering day-to-day effective and efficient public transport services including:

- the safe and efficient operation of railcars by performing train driving and associated duties in accordance with established rules and procedures
- providing excellence in customer service, ensuring customers receive a comfortable, reliable, safe, secure, timely and environmentally friendly means of transport
- becoming proficient in the operation of all classes of railcars, across all metropolitan lines in accordance with operating rules and regulations, policies and procedures and instructions encompassing industry guidelines.

The role is accountable to the Team Leader Fleet & Depot, works under the direction of Operations Coordinators and Senior Drivers and liaises with a range of internal and external customers, including service providers, contractors, Rail Operations workgroups and members of the public.

Key Outcomes of the Role

The Suburban Train Driver is required to undertake a wide range of activities including, but not limited to, the following:

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

- a. Contribute to operational activities and the provision of a safe working environment including operation of rail transport vehicles and systems to meet operational requirements in day-to-day public transport driving and associated functions; and monitoring the access and integrity of the network by communicating effectively with Operations Control; as follows:

All Classifications:

- Undertake the duties, roles and responsibilities of a Suburban Train Driver in accordance with safe working rules and regulations
- Conduct procedures associated with the preparation and stabling of railcars
- Undertake safe operation (including driving) of railcars within the confines of depots, complying with all rules, regulations and operating procedures and instructions
- Operate trains in a safe and efficient manner on running lines, in accordance with the requirements of the working timetable, safe working rules, regulations, operating procedures and instructions
- Effectively communicate and follow instructions from Operations Coordinators and/or Operations Controllers, utilising radio network equipment and systems, to meet operational requirements
- Identify and rectify faults when they occur (including railcar mechanical issues), applying analytical skills and fault finding processes and procedures
- Ensure compliance with all legislation, regulation and quality standards are achieved
- Communicate effectively with a range of operational and non operational staff and report issues, faults, delays, damage to rolling stock/equipment and incidents in an accurate and timely manner, in accordance with relevant procedures
- Undertake competency based training programs to successful completion

Trainee / Intermediate

Trainees will undertake competency based training programs to successfully progress through Trainee and Intermediate levels, encompassing (but not limited to):

- Performing duties associated with shunting movements including:
 - Coupling and uncoupling all classes of railcars
 - Operation of manual track switches
 - Marshall railcar consists as required
 - Ensure railcars enter traffic in sound operational condition, by carrying out the preparation of all classes of railcars in accordance with operational procedures
 - Prepare and stable railcars as required and in accordance with procedures and training
 - Undertake the safe operation (including driving) of railcars
- b. Implement and apply procedures and instructions for various operational based activities including train cab protocols using relevant experience, competency and judgement while maintaining standards of work quality and compliance with regulations, codes and specifications
- c. Apply ticketing and fare management processes including operation of ticketing equipment and reporting equipment failures

- d. Prepare and maintain reports, records and incident reports in a timely manner and advise staff on appropriate procedures and safe work practices affecting the methods of work, ensuring employee and public safety at the worksite or location
- e. Actively participate in the identification and implementation of strategies to control risks, including reporting notifiable occurrences and environmental incidents
- f. 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
- g. Contributing to a high standard of customer service for internal and external clients and quality management and risk, including but not limited to:
 - Provide quality customer service to the travelling public, particularly special needs customers, by rendering assistance as required and resolving issues as they occur (ie service disruptions) in a timely manner
 - Providing accurate, timely and up to date network information to customers regarding train running, delay and safety related information using the public address system
 - Assisting customers, in particular those who use mobility devices, or any other customer who may require assistance with boarding and alighting
 - Attend incident/accident or emergency situations as required, which may infringe on customer service commitments and/or delivery, providing assistance to customers and operations personnel
 - Provide prompt assistance and information on fares, services, timetables and operating requirements to the public
 - Ensure customer complaints are resolved promptly and effectively, or alternatively referred to the appropriate personnel
 - Ensure the provision of excellence in customer service and be supportive and proactive in the promotion of products and services.

Special Conditions and Essential Requirements

Identified as a Rail Safety Worker role, classified as Safety Critical Worker Category 1 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 shiftwork 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.

The incumbent must be an Australian citizen or permanent resident.

Must be fluent in written and spoken English.

Provide adequate details of employment and life history, including two work related references.

Suburban Train Driver Classification Definitions

Trainee – an employee who has commenced and is progressing through the training program, and is qualified to prepare and drive suburban trains within the confines of the railcar depot and perform associated duties.

Intermediate – an employee who is qualified and appointed as such, and is engaged in the preparation and driving of suburban trains between the railcar depot and Adelaide Station and performs associated duties.

Trainee Mainline – an employee who has commenced training in suburban train driving over main running lines and performs other associated duties.

Mainline – a qualified employee who is appointed as such and is engaged in suburban train driving over main lines and performs other associated duties.

Trainer – an employee who is qualified and appointed to carry out either the on-the-job training of Suburban Train Drivers to ensure proficiency, and/or the tuition of Suburban Train Drivers in all aspects of suburban train driving. The driver/trainer may be called upon to perform driving and other associated duties.

Operations Coordinator – an employee who is qualified and appointed to ensure the correct marshalling of trains for train services and maintenance requirements are met, and who may be called upon to perform driving and associated duties.

Senior Driver – an employee who is qualified and appointed to undertake evaluations, coordinate and monitor training of Suburban Train Drivers to ensure peak proficiency is achieved. The employee is also qualified and appointed to undertake the coordination and monitoring of train operations including validating evaluations and investigating and initiating action in respect of train incidents and safe working breaches. This role is directly responsible to the Team Leader. An employee at this level will be required to perform train driving and associated duties.

Qualifications / Licences

- a. A Current Drivers Licence is essential.

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. 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.
- f. Ability to negotiate and resolve conflict with customers and staff; and effectively deal with conflict situations and a range of complex and stressful circumstances.
- g. Demonstrated ability to maintain concentration and vigilance for extended periods on tasks, with high attention to detail.
- h. Works collaboratively with team members to deliver work and contribute to the evaluation of service performance objectives.
- i. Demonstrated experience working under limited direction applying initiative and judgement while ensuring all work practices comply with relevant legislation, regulations and standards.
- j. 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.
- k. 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

.....

Name

.....

Signature

Date: / /