

Role Statement



TITLE OF POSITION: **Operator TMC**

CLASSIFICATION LEVEL: **ASO-3**

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

Safety and Service Division comprises of four directorates: Operational Services, Asset Management and Maintenance, Project Delivery, Safety and Policy Programs.

Operational Services

- Delivers safe and effective public transport services, including:
 - Train, Tram and Ferry services
 - Management of service contracts
- Manages the day-to-day effective and efficient transport movement, including:
 - Road traffic monitoring and management of access and integrity to the network
 - Traffic Management Centre
 - Public transport scheduling and planning, including special events
 - Rail operations control centre
 - Rail network access coordination

Directorate: Operational Services
Position Number: TBA
ANZCO Code: TBA
Location: 9640575



Government of South Australia
Department of Planning,
Transport and Infrastructure

Role Overview

The Operator Traffic Management Centre (TMC) is accountable to the Team Leader, TMC Operations Room for providing a range of monitoring services relating to traffic control and reporting systems.

The position entails the facilitation of early responses to incidents and initiating appropriate corrective actions to minimise the impact of traffic disruptions. This will be accomplished by traffic conditions, detecting congestion and incidents, determining and enacting appropriate response, and disseminating motorist information. Liaising and supporting emergency services in the confirmation of incident locations, impacts and associated asset requests. Liaising with media services in the provision of real time traffic information and providing appropriate assistance to the public as required.

The Operator TMC will provide efficient traffic operations on a day to day basis, to facilitate safe and efficient, effective traffic flow on the South Australian road network.

Key Outcomes of the Role

The Operator TMC is required to undertake a wide range of activities which may include all or any of the following:

- a. Undertaking a range of functions associated with assigned discrete programs, projects, systems and/or services including coordinating and/or controlling related processes, provisions and information.
- b. Supervising and training staff where required including allocating work and monitoring and maintaining the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications.
- c. Assisting with investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- d. Liaising and negotiating with internal stakeholders to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- e. Undertaking research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- f. Assisting with the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- g. 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.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

The Traffic Management Centre operates on a 24 hours a day, 7 days a week basis, including public holidays, and the incumbent is required to work shiftwork and may include occasional short notice out of hours work.

Some intrastate and interstate travel involving overnight absences may be required.

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. A current drivers licence is essential

Person Capabilities

- a. Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues and ensuring programs and services are accessible and meet Aboriginal community needs.
- 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. Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality.
- f. Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.

- g. Proven ability to work under general direction, independently or as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures and achieve objectives within deadlines.
- h. Sound knowledge and relevant skills associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.

Delegate Approval

Tony Carbone

Name

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Signature

Date: / /