

Role Statement



TITLE OF POSITION: Network Operations Supervisor
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. The role forms part of the Transport Operations Directorate / Rail Operations Section.

Role Overview

The Network Operations Supervisor is accountable to the Unit Manager Network Control for:

- providing leadership and direction in the day-to-day management and rapid response to incidents on the Rail Commissioner Train and Tram Network, and providing compliance with all rail safety requirements as determined by Rail Safety National Law, specifically in regard to safe working rules, procedures and incident management; and
- the application of safe working rules and procedures as required to ensure the safety of train and tram movements, including the provision of track protection activities for rolling stock maintenance staff or recovery teams during both planned and unplanned disruptions.

Key Outcomes of the Role

The Network Operations Supervisor is required to undertake a wide range of activities which may include all or any of the following:

- a. Providing incident and disruption management across both train and tram networks, including providing direction and supervision of all staff, emergency services and contractors involved in incident management at an incident site, including the evacuation of members of the public from Departmental Rolling Stock and premises.
- b. Providing expert advice and recommendations to all areas of the train and tram system on improvements of incident performance through review of practices and conducting debrief sessions after all major incidents / service disruptions.

Directorate: Operational Services
Position Number: Rail Commissioner
ANZCO Code: 599518
Location: Metropolitan Adelaide



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Department of Planning,
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- c. Planning and conducting incident management and service recovery activities, implementing emergency safe work arrangements and site protection, and assisting with the development of Incident Management and business continuity training plans.
- d. Overseeing the provision of alternative service arrangements in place for both planned and unplanned disruptions.
- e. Implement and apply procedures and instructions for incident management based activities using relevant experience, knowledge and judgement while maintaining standards of work quality and compliance with regulations, codes and specifications.
- f. Contribute to achieving internal and legislative reporting requirements and investigation through managing investigations into alleged safety working rules or procedural breaches if required, and the collection of evidence and participation in investigations into incidents.
- g. Actively participate in the identification and implementation of strategies to control risks, including reporting notifiable occurrences and environmental incidents.
- h. Contribute 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.
- i. Contributing to a high standard of customer service for internal and external clients and quality and risk management.

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 duties in accordance with the Rail Safety National Law (SA) 2012 and as outlined within the Rail Commissioner's Safety Management System.

The incumbent is required to work shift work in accordance with a seven (7) day rotating roster including weekend work.

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.

SA Drivers Licence is essential.

Qualifications / Licences

- a. Certificate in Business, Logistics, Planning or similar; or substantial operational experience in a rail transport or logistic organisation.
- b. Successful completion of AMPRN rules and procedures training.

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. Proven commitment to the principles and practices of Equal employment opportunity; ethical conduct, diversity, Work Health Safety and Wellbeing, and the DPTI Values which include:

- 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. Demonstrated leadership and supervision of work groups within an operational business environment.
 - f. Demonstrated ability to work independently under broad direction, plan activities and set priorities to achieve objectives, and utilise effective analytical and problem solving skills in the investigation of issues and making appropriate recommendations for resolution.
 - g. Demonstrated experience in utilising high level communication and successful negotiation skills with a broad range of people at all levels.
 - h. Demonstrated commitment to the delivery of excellent customer service with the ability to empathise and provide solutions for a satisfactory result.
 - i. Experience in managing the processes associated with accidents, incidents or unusual occurrences including experience in the application of incident management processes.
 - j. Extensive knowledge and experience within a rail operations environment/rail industry and with application of the requirements of Rail Safety Legislation.

Delegate Approval

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Name

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Signature

Date: / /