

Position description

Position	Rail Operations Coordinator
Group	Property
Reports to	Supervisor Rail Operations
Location	Dynon Rail Freight Terminal, 172-184 Dynon Road, West Melbourne 3013
Date	May 2021

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by the Office of the Chief Executive and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Professional
- Collaborate
- Achieve
- Innovate

Dimensions

Reporting Relationships

Reports to Supervisor Rail Operations

Budget

Not Applicable

Other

Minimum 38hr shift, working 24/7 shift roster,

Purpose of the position

The Rail Operations Coordinator (ROC) is responsible for coordinating the safe, effective and efficient access to and operation of all rail traffic within the VicTrack controlled rail network at Dynon Rail Freight Terminal, the South Dynon Common-User Area, Spotswood Common-User Area and the McIntyre Sidings Common-User Area.

Key accountabilities/functions

- Plan and coordinate the day-to-day network access across the operational VicTrack network locations;
 - Manage the safe movement of all rail traffic within the VicTrack controlled network;
 - Ensure all Rail Train Operators proceed on the path as directed by the ROC;
 - Ensure there is constant radio communication between Rail Train Operators and VicTrack while shunting is in progress at the Dynon Rail Freight Terminal. Where possible visual monitoring of the shunt operations is also required;
 - Collection and data entry of network access information for the billing of network access fees;
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- Provide shift coverage for out-of-hours network access coordination;
- Coordinate VicTrack contractor and sub-contractor access for repairs and maintenance;
- Manage the Site Induction process;
- Conduct safety inspections at operational locations;
- Regularly interface with all network access users in order to determine their service-level requirements and to rectify any issues arising in relation to service-level requirements;
- Assess current and potential network-access user proposals and provide advice and assistance that will help users meet VicTrack's requirements for access to VicTrack's rail network;
- Chief Warden for the Dynon Rail Freight Terminal while on shift;
- 24-hour emergency management when on shift for call out for incidents occurring on VicTrack's operational rail network; and
- Review, update and manage the Rail Operations section documentation as required.
- Track Force Protection Control, VicTrack Level 3.1, for maintenance works within VicTrack Operational (competency training provided)
- Other work related tasks as directed.

Customer focus

At VicTrack we require staff to recognise the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety and environmental responsibilities

Ensure operational, safety and environmental procedures are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Safely Accessing the Rail Corridor

All staff who may come into contact with rail activity, including work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Group Manager Freight.

Individual attributes

Qualifications

- Preferred holder of valid Rail Industry Worker Accreditation;
- Medically fit to work within a rail safety environment;
- Current Victorian car drivers licence.

Knowledge & Experience

- Understanding of logistic operations;
- Relevant experience in daily operations, especially freight and intermodal terminal focussed; and
- Knowledge of the relevant legislation governing Health, Safety and Environment within an industrial environment.

Competences

- Excellent attention to detail and time management;
- Ability to work effectively with people from a broad range of backgrounds;
- Computer skills in Microsoft Office applications;
- Ability to organise and coordinate, a diverse variety of functions;
- Demonstrated interpersonal skills, with the ability to communicate with customers and all levels of management within both the public & private sector;
- Ability to prioritise multiple urgent demands;
- Ability to work both independently and as a member of a team;
- Supports and participates in continuous improvement; and
- Reliable, with can do attitude.

Interpersonal and Other Features

Internal Relationships

- Property team
- All VicTrack employees

External Relationships

This role is responsible for maintaining a strong stakeholder focus with:

- Current and potential Rail Train Operators, freight customers; and
- VicTrack employees and contractors needing access to the VicTrack rail network