

Position description

Position	Utilities & Services Licensing Administrator
Position number	201125
Classification level	B
Group	Property
Reports to	Utilities and Services Manager
Location	1010 La Trobe Street Docklands Victoria
Date	April 2024
Tenure	Full-time Fixed-Term 12 Months

Our organisation

VicTrack is the custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering, and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships:

The Utilities & Services Licensing Administrator reports directly to the Utilities and Services Manager

Budget:

N/A

Other:

N/A

Purpose of the position

The Utilities & Services Licensing Administrator coordinates a diverse range of agreements with third parties who now own assets constructed within VicTrack land. The position requires an autonomous person able to modernise the suite of agreements and correct and update the data supporting each agreement.

In managing the data and agreements for third parties, the Utilities & Services Licensing Administrator is also responsible for oversight of the data gathering phases of the application process, to ensure a complete record of any new asset is obtained.

Key accountabilities/functions

- Manage the Utilities & Services Agreements data held within the various systems at VicTrack.
- Manage the invoicing of ongoing licence fees with the external provider.
- Maintain documents, databases and other work records as required.
- Compile accurate and timely management information relative to the specific role or function and provide basic analysis from available information.
- As necessary, work with the various system administrators to improve the systems in function and content to support the management of the data.
- Resolve the debtors list.
- Work with the Utilities & Services team to migrate into new systems and processes being provided by various Information Technology projects.
- Work autonomously but with awareness to escalate when necessary.
- Participate in a continuous education program for Utilities & Services customers and contribute to the Utilities & Services continuous improvement program.
- Identify and list non-conformances and facilitate the correction process with the third party. Specifically, this involves data validation including updates to the third party such as changes of ownership, contact details and current liability insurance certificates plus renewals to agreements.
- Create and run reports within VicTrack systems to assist in identification of non-conformances such as missing or incorrect data and files.
- Create and run custom reports to identify potential threats (lessons learned) to the rail infrastructure by a type of third-party asset.
- Other associated responsibilities nominated from time to time.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

- Strong familiarity with quality systems and the concepts of continuous improvement, specifically an understanding of data validation, identifying and correcting non-conformances.
- Ability to complete the work autonomously, without delegation to others in the team.
- Strong internal and external customer support approach, collaborative style and approachable nature.
- Strong work ethic to match the workload and an ability to see the most efficient yet expedient way forward.

Technical experience

Qualifications and experience:

- Diploma or Certificate in Business Systems or equivalent is desirable, as is appropriate experience.
- Experience working with a variety of computer based database products.
- Experience working within Quality Systems.
- Ability to understand the rail environment and its hazards ensuring that impacts on the safety and operation of the rail system as a consequence of the presence of third party assets are considered and mitigated as reasonably practicable.
- Ability to work with minimal supervision yet with high productivity and accountability.
- Ability to accurately advise external providers relating to the relevant asset fees.
- Basic understanding of the privatised rail and tram environment is desirable.

Skills and abilities:

- Demonstrated written and report writing skills.

- Sound interpersonal skills with the ability to effectively communicate with all levels of management.
- Effective analytical and problem-solving skills in relation to property issues.
- Computer literacy.
- Demonstrated proven ability to analyse situations and take prompt and positive corrective action.
- Demonstrated ability to meet deadlines and timeframes.
- Highly motivated with the ability to work both independently and as a member of a team.
- Support and participation in continuous improvement.

Interpersonal and other features

Internal relationships:

- All VicTrack staff

External relationships:

- Government Agencies
- Utilities
- Local Government
- Stakeholders
- Rail operators
- Customers of VicTrack