

RAILCORP

Position Description

Position: Graduate, Future Operational Leaders Program

Location: Service Delivery, Operations

Date: February 2008

PURPOSE

The Future Operational Leaders Program aims to develop a group of employees who will be capable of managing operations functions within the Group within 3 – 5 years of completing the Program.

The objectives of the program are to enable the graduate to:

1. Make operational decisions to enable the deliver safe, clean and reliable passenger services that are efficient, sustainable and to the satisfaction of our customers
2. Communicate with and influence stakeholders within and external to RailCorp to ensure that appropriate customer service levels are maintained
3. Provide sound analysis of system operations to support improvements to service delivery
4. Contribute to the strategic and operational planning for service delivery

OPERATING ENVIRONMENT

RailCorp is committed to improving performance and restating the vital interaction between people and productivity. The goal for management and staff of RailCorp is to work together in an efficient manner to achieve the shared Government and organisational goal of delivering safe, secure, clean and reliable passenger transport services. The culture is one that is safety based, customer focused and quality driven.

All staff and managers contribute to the achievement of the goal by creating and reinforcing a "results oriented" culture where each individual accepts both a personal and shared responsibility for making a difference and developing organisational capability. The entire senior executive team has specific responsibilities for creating a management environment that is accountable, has measurable outcomes, that encourages staff and engages staff in the positive process of continual improvement of services, systems and processes

Four distinct areas work together within the organisation to provide a seamless service to the travelling public. These areas are:-

- Service Delivery – includes the provision of all service delivery to customers of the Rail Network
- Product Development – includes all rail development activities and ticketing policies
- Asset Management – includes development and maintenance of infrastructure, rollingstock and capital works and
- Corporate – includes safety, finance, human resources, communications, legal/company secretarial and information systems support services

REPORTING RELATIONSHIPS

The Future Operational Leaders Program requires the graduate to rotate across functions within the Service Delivery Group and the Operations Division over a three-year period. As such the graduate has dual reporting lines to the Manager of Graduates, Operations and the rotational manager during each rotation.

Graduates do not typically have staff reporting to them on a regular basis. However, depending on the nature of their work, they may be responsible for other staff or external contractors who are working on a project under their direction.

KEY CONTACTS

Internal

- Extensive contact both within Service Delivery Group and Operations Division at all levels
- Organisational Development (OD) as co-program managers
- Contact with other areas within RailCorp

External

- This will depend on projects undertaken

CHALLENGES AND CONSTRAINTS

The key challenges and constraints facing the position are:

- Contributing to a number of important projects at various stages, whilst maintaining day to day commitments
- Contributing analytical, creative and intellectual thinking in the development and implementation of major operational projects
- Working with managers and key staff to gain information and contributions to analysis
- Ensuring that the outcomes and intents of initiatives and projects are practical, achievable, acceptable and successfully implemented across RailCorp
- Managing the staff and processes of segments of larger projects to achieve project purposes and plans

ACCOUNTABILITIES

Graduates are to demonstrate their competence against Learning Outcomes for each rotation through the specified assessment process. Graduates are required to meet the standard of performance agreed to with the Manager of Graduates (MOG) and their rotational managers for rotations during the first two years. During the third year performance outcomes are agreed to and reviewed with the direct manager with input from the MOG.

Graduates must demonstrate:

- Capability to analyse business and operational issues and present options to improve performance to audiences that have been agreed to with the rotational manager and the MOG
- That they have established and reviewed performance and development plans with the MOG for each placement during the first two years
- That they have established and reviewed performance and development plans with the rotational managers for the final year placements.

ROTATIONS

Year One

At the completion of Year 1 rotations the Graduate must be able to:

- Describe the knowledge and skills demonstrated by others to achieve the functions within the placement
- Describe the systems and processes that are applied to achieve, create and review the required standards of service
- Contribute to the analysis and implementation of a system or process improvement

Assessment:

- A presentation at the end of each rotation that outlines project contribution to the improvement of the functions, systems and/or processes required to achieve the service standard.

Year Two

At the completion of Year 2 rotations the Graduate must be able to:

- Contribute to decision making in operational areas
- Contribute to the analysis and implementation of a system or process improvement

Assessment

- A presentation at the end of each rotation outlining project contribution to integrated service delivery
- Successful completion of relevant subjects in the Masters of Rail Operations Management or other appropriate approved study.

Placement for Year Three

The aim of placement in Year 3 is to provide the graduate with hands on experience so that they are able to manage an operational or project team with support within the Operations Division.

At the completion of Year 3 rotations the Graduate must be able to:

- Manage a major project; or
- Manage an operational team

Assessment

Assessment will be through the achievement of agreed performance indicators on the job and a report that outlines the improvements that have been made to support the team's performance or achieve the project objectives.

SAFETY ACCOUNTABILITIES

All RailCorp staff are required to comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities, within the Safety Management System.

SELECTION CRITERIA

- Tertiary qualifications in operations management or transports/logistics is desirable however applicants are also welcome from a diverse range of areas including, but not limited to, economics, engineering, social sciences, policy, arts, business, and communications.
- Minimum twelve (12) months experience in a line supervisory capacity in any industry
- Well developed oral and written communication and consultation skills
- The ability to influence others to improve, change or act through leadership, conflict resolution and negotiation
- Demonstrated project management skills, and experience in delivering or contributing to strategic development projects
- High level conceptual, analytical, planning and strategic thinking, and innovative problem solving skills in a work and/or life environment
- Demonstrated ability to determine and implement continuous improvement processes
- Commitment to ethical work practices and, OH&S and EEO