

POSITION DETAILS

POSITION TITLE	Trainee Train Driver
DIRECTORATE	Operations
DIVISION	Train Crew
REPORTS TO	Train Crew Operations Support Manager
POSITION NUMBER	Various
CLASSIFICATION	Trainee Train Driver
HEALTH ASSESSMENT CATEGORY	Category 1.N
APPROVED BY	GM Train Crew
DATE APPROVED	21 June 2016

PRIMARY PURPOSE

The purpose of the Suburban Electric Driver is to operate Sydney Trains electric trains safely and efficiently to destinations according to timetable and provide a transportation service to Sydney Trains customers.

ORGANISATIONAL ENVIRONMENT

Sydney Trains has c10000 staff and was established in July 2013. Its vision is to Keep Sydney Moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Sydney Trains has a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

Joining Sydney Trains presents an exciting opportunity to shape the future of rail services in Sydney and make a genuine difference for the people of NSW by providing the rail system they deserve.

KEY ACCOUNTABILITIES

Driver Professionalism

- Adaptability
- Reliability
- Maintain standards
- Passenger consideration
- Road knowledge

Leadership & Emergency Management

- Showing leadership
- Managing workload
- Emergency management
- Ensuring passenger safety

Teamwork

- Ensuring passenger safety
- Creating a positive atmosphere
- Using available resources
- Considering others

- Supporting others
 - Learning through feedback
 - Resolving conflict
- Communication**
- Briefing and debriefing
 - Exchanging information
 - Providing clear information including reporting
 - Asserting opinions
- Risk Management**
- Briefing and debriefing
 - Preparation and planning
 - Driving to the conditions
 - Exercising caution
 - Maintaining awareness
 - Preventing problems
 - Detecting important information
- Problem Solving**
- Planning and prioritising
 - Understanding the problem
 - Considering options
 - Reviewing consequences
- Self-Management**
- Briefing and debriefing
 - Fitness for work
 - Management of fatigue
 - Self control
 - Stress tolerance

KEY RELATIONSHIPS

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

- Guards
- RMC/Network Control (Operations Controllers, Train Controllers, Train Crew Liaison Officers)
- Signallers
- Mechanical Control (Defects, Electrical, Signal, Perway Trouble Officers)
- Train Crew Management (Area Manager, Shift Managers, Standards Officers, Compliance Officers)
- Running Shed Supervisors, Mechanical & Electrical Fitters and shunting staff
- Station Duty Manager (Station staff)
- Transport Command Officers
- Rostering, Train Crew Assignment Centre and staff; and
- Other drivers (including rehabilitation process)

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- None applicable – role is internally focussed

DECISION MAKING

The position is fully accountable for the formulation of advice and coordination across all operational objectives. Independent decision making requirements of the position include:

- None applicable

Collaborative decision making requirements of the position include:

- The driver works with the guard as a team, communicating intercom systems about problems and exchanging operational and passenger information

CHALLENGES

- Maintaining on time running, fault finding and rectification

POSITION IMPACT

DIRECT REPORTS:	Nil
BUDGET (CapEx/Salary):	Nil

SELECTION CRITERIA

- Safety consciousness
- Analytical and problem solving skills
- Effective communication skills
- Self-management skills
- Ability to be a team player
- Customer service skills

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Personal ownership over safety demonstrated through proactive risk based decision making • Safety results of self and team achieved • Target Zero principles and objectives communicated and initiatives implemented • Safety improvements realised through regular communication and interactions with team • Safety management system implemented and monitored for team • Investigations for incidents proactively managed and a resolution achieved within designated timeframes
CUSTOMER	<ul style="list-style-type: none"> • Customer expectations mutually agreed through engagement with managers and team • Customer initiatives interpreted and communicated to the team and delivered at appropriate cost • Customer priorities improved through application of customer-first processes in the areas of timeliness, information, passenger safety and cleanliness • Performance monitored, communicated to the team and improvement opportunities identified and pursued • Feedback and initiatives solicited from team and customers, feasibility pursued and outcomes communicated back to team members (go or no-go) • Team held accountable for utilising agreed methods and measures to produce reliable results • Delivered operational/technical/specialist information and outcomes on time
FINANCIAL	<ul style="list-style-type: none"> • Goal setting, work plans, budget and resource allocation aligned with plan and Directorate goals • Early identification of budget variances enabled intervention • Financial processes and systems complied with • Prudent purchasing activities resulted in doing more with less • Appropriate rostering and scheduling reduced overtime and absenteeism • Short-term results achieved within budget • Quality and risk management processes implemented • Team met targets, due dates and quality standards
LEADERSHIP	<ul style="list-style-type: none"> • Communicated, demonstrated and ensured commitment to enterprise vision and values and operational priorities • Displayed fairness, built trust and maintained respectful relationships through open lines of communication vertically and horizontally • Defined and delegated work to be done with adequate resources and progress measured • Team members had clear, current and measurable goals and objectives

	<ul style="list-style-type: none"> • Regular team briefings, 1:1 coaching and individual development plans enhanced team members' performance and raised the bar for the team to a consistent standard • High performance and team success celebrated and non-performance recognized, communicated to individuals/team and appropriate consequences respectfully actioned • Created real teamwork and idea sharing with direct reports, peers and manager • Enabled effective consultation through union interactions
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BEHAVIOURS

Critical behaviours	Behaviour Statement
SAFETY	<ul style="list-style-type: none"> • Regularly visit worksites and recognise good and poor practices • Begin discussions with safety conversation, emphasising the value we place on ensuring our team mates go home safe • Regularly share with your team lessons learned and opportunities for safety improvement
PRIDE	<ul style="list-style-type: none"> • Ask for feedback about your team and identify and spread the word about successes across businesses • Compliment good performance and provide guidance to improve on poor performance • Share personal stories about what makes you proud to work here and your passion for the Railway
ACCOUNTABILITY	<ul style="list-style-type: none"> • Consider the bigger picture. Align your decision-making with the overall organisational objectives, which you regularly communicate to your team. • Be proactive and access the information you need to make the right decisions in a timely manner, taking a solution-based approach and calculated risks
COLLABORATION	<ul style="list-style-type: none"> • Treat staff fairly and equitably and communicate decisions and process • Provide honest and constructive feedback and engage in both the positive and difficult conversations • Meet regularly with your team to collect feedback and brainstorm ideas that you will personally progress
EXCELLENCE	<ul style="list-style-type: none"> • Talk to your staff about the significance of the task that they are undertaking • Ensure they understand the context and rationale for what they are being asked to do • Take initiative to reach out to your customers, anticipate their needs and offer to help