Role Description
Regional Driver

Cluster	Transport
Agency	NSW TrainLink
Division/Branch/Unit	Regional and Outer Metropolitan / NSW TrainLink / Regions
Role number	Various
Kind of Employment	Permanent Full-Time
Classification/Grade/Band	Regional Driver
Senior executive work level standards	Not Applicable
ANZSCO Code	731311
PCAT Code	1119192
Job Code	83000603
Health Assessment Category – Safety	Category 1
Vision	Normal
Hearing	Noise
Date of Approval	18 November 2021
Agency Website	www.transport.nsw.gov.au/nswtrains

Agency overview

NSW TrainLink is a bi-modal passenger transport service provider, providing rail and coach services across NSW and connecting NSW to Victoria, Queensland and the Australian Capital Territory. As an agency of the Transport Cluster, NSW TrainLink provides rail and coach services to deliver integrated and flexible transport solutions and improved transport outcomes for the community and to stimulate the economy of regional NSW. Our aim is to help make regional NSW a great place to live, work and visit.

Each year NSW TrainLink customers take over 42 million journeys across our train and coach networks, travelling on 713 regional train and coach services, and 3050 intercity services a week.

Primary purpose of the role

Perform the role of Regional Train Driver by providing effective, quality service to customers travelling with NSW TrainLink. Apply relevant train working procedures and other operational procedures to ensure the safe operation of trains, exchanging information and responding as necessary, to meet the safety and security needs of customers and stakeholders.

Regional Train Drivers are required to work rostered shifts within a 24/7 operational environment which may include weekend work and overnight stays.

Key accountabilities

- Perform the role of Regional Train Driver to defined standards required by safe-working rules, regulations and operational procedures with consideration to the operational and situational environment.
- Undertake required training, development and competency programs.
- Demonstrate appropriate standards of behaviour in attitude, attendance, customer service, presentation and compliance with the NSW TrainLink values.
- Perform operational and Safeworking duties according to relevant network rules and procedures, and NSWTL procedures, as well as management of on-train faults.
- Undertake train preparation procedures (inspections, checks, tests) to ensure trains meet minimum safety standards before entering service.
- Provide clear, accurate and timely instructions and work with team members and stakeholders, to ensure safe and efficient operations of train services.
- Lead coordinated approach with onboard staff and other stakeholders during degraded operations, critical incidents and/or emergency situations.
- Execute safety responsibilities, authorities and accountabilities consistent with NSW TrainLink's safety management system requirements as defined in SMS document number SMS-02-SP-5062 and safety plans.

Key challenges

- Ability to prioritise actions and balance competing priorities and adapt and respond quickly, appropriately and safely to unexpected events and emergencies.
- Maintaining and updating knowledge of Safeworking rules and procedures across various networks and Traction Manuals, Operator Instruction Manuals or other procedures in a continually changing environment.
- Applying work health and safety principles and appropriate personal fatigue management strategies.

Key relationships

Who	Why
Internal	
Direct line manager	- Escalate issues, keep informed, advise and receive instructions and direction - Provide regular updates on issues and priorities, and any key projects (if relevant eg working parties)
Regional and other Train Drivers, Train Crew Assignment Centre; Compliance, Standards and Assurance; Onboard and Station Staff; Network Services Control Centre (NSCC);	- Work as a supportive and cooperative team member to achieve customer and operational outcomes - Provide guidance, professional support, exchange information and resolve issues - Collaborate to continually improve knowledge, build capability, and improve consistency and service quality - Exchange train running information concerning operational issues and service delays or other events - Communicate with the NSCC and other stakeholders for support to manage incidents, during degraded operations and disruptions to the network and customers - Receive and provide advice on relevant information

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Rostering	• Liaise and share information in relation to availability, concerning overtime and leave, including being contactable and responsive in accordance with role requirements
Maintenance Staff, Sydney Trains, Transport for NSW	• Report and advise on defects and other issues that may affect rolling stock. • Liaise with maintenance staff to rectify on-train faults. • Exchange and share information related to the network and train services.
External	
Police, security personnel and emergency services	• Assist with, resolve and escalate operational and customer related issues where required, • Exercise powers as an Authorised Officer, when circumstances dictate
Network Controllers, Rail Infrastructure Managers (RIMs)	• Exchange and share information related to the network and train services, concerning delays, incidents and other events
Customers	• Provide information to support the needs of customers in conjunction with onboard staff • Manage day to day operations to ensure positive and practical outcomes

Role dimensions

Decision making

As per the delegations of the role

Reporting line

Relevant line manager

Direct reports

Nil

No direct reports, however the role will be required to provide leadership in real-time operational environment and situations to ensure the safe operation of the train.

Budget/Expenditure

Nil

Key knowledge and experience

- Understanding of and ability to use technology and systems to carry out required procedures and activities effectively and efficiently in line with role requirements (including use of Microsoft Office, electronic forms, mobile phone, and other business applications).
- Demonstrated ability to work autonomously as well as part of a team.
- Strong verbal communication and problem solving skills, specifically in dynamic, challenging situations.

Essential requirements

- Minimum of five (5) years' practical main lines experience as a Train Driver.
- Current certification in NSW Safeworking principles and procedures or ability to obtain.
- Ability to attain a current Rail Safety Worker Certificate of Competency as a Train Driver and retain on an ongoing basis, including Category 1 medical assessment and competency assessments.

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Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views	Adept

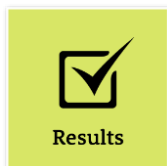|		• Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
	Think and Solve problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness	Adept

		• Identify and share business process improvements to enhance effectiveness	
 Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Commit to customer service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Not applicable
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Not applicable
	Project Management	Understand and apply effective planning, coordination and control methods	Not applicable