Role Description
Manager Day of Operations

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Train Crewing and Support/ Operations Management
Location	Rail Operations Centre, Sydney
Role Grade or Band	TSSM
Senior Executive Work Level Standards	Service / Operational Delivery
Kind of Employment	Permanent Full Time
Role Number	51016202, 51016203, 51016204, 51016205, 51016206
ANZSCO Code	111200
PCAT Code	1239192
Job Code	81000348
Health Assessment Category - Safety	Non Rail Safety Worker
Vision	Normal
Hearing	N/A - Cat 4 Only
Date of Approval	1 April 2019
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area 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.

Primary purpose of the role

The Day of Operations Manager will lead and deliver the day to day train crew resourcing and allocation for the network to achieve business outcomes to optimum levels of service delivery, standards and compliance requirements consistent with the organisation's vision, values and objectives.

This role is responsible for day of operations train crew critical incident management decision making and will lead the provision and collection of accurate information from the Train Crew Liaison Officer team.

The Day of Operations Manager will be accountable for all aspects of live train crewing operations across the network.

Key accountabilities

- Lead and manage the day of operations planning, scheduling and coordination of train crew resources across the network for operational train services to passengers on a 24/7 shift rotation; determining strategic operational priorities and customer focused service delivery requirements

- Lead daily incident management and recovery of operations on behalf of Train Crewing & Support. This includes the deployment and utilisation of all available train crew resources throughout the Sydney Trains network to maintain safe, efficient and reliable operations whilst minimising customer impacts
- Collaborate and work in partnership with Rail Operations Centre (ROC) stakeholders on the day of operations to apply levers and/or authorise the cancellation of services to meet operational requirements
- Inform and update resolutions of train network incidents; resolve, collaborate and develop programs to improve train crewing network reliability
- Drive transformational change and develop and implement strategies, plans and projects for continuous improvement and risk mitigation for incident recovery, degraded mode and of frontline service delivery
- Live the NSW Public sector and Sydney Trains' organisational values to achieve outstanding outcomes for the business and the customer
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

Key challenges

- Building a capable, agile, resilient team and driving productive, collaborative relationships with ROC staff and a wide variety of internal stakeholders to ensure business outcomes are delivered in business as usual and critical incident situations in a complex environment; balancing the need to minimise customer impact against compliance with train crewing operational, regulatory and policy requirements
- Managing risks to deliver business outcomes by implementing changing day to day tactical solutions and seeking additional expertise where necessary to respond to changing daily priorities
- Consideration and understanding of various workplace conditions and agreements when making train crewing decisions

Key relationships

Who	Why
Internal	
Manager	- Provide authoritative and expert advice to influence operational planning and decision making - Escalate current and emerging issues, pertaining to SPADs, serious incidents, serious injuries to crew, fatalities and major safeworking breaches, propose solutions and receive instructions - Provide regular updates on key projects, issues and priorities - Contribute to strategic planning, policy development and decision making
Direct reports	- Lead, coach and motivate the team; provide direction and manage performance - Facilitate the development and maintenance of required skills and capabilities to ensure that staff are adequately resourced to perform at optimum level
Stakeholders	- Work collaboratively, exchange information, and assist other team members and colleagues to achieve team objectives and outcomes - Drive and lead staff engagement to help build and maintain stakeholder relationships with both front line staff and service unions

TfNSW leadership, strategic partners and service providers and other Transport operating agencies Unions, ITSR	• Build collaborative relationships and respond to requests for resolution • Participate in forums, groups to represent agency and share information • Participate in discussions regarding innovation and best practice • Consultation

Role dimensions

Decision Making:

This role operates with a high level of autonomy and is accountable for all decisions made within the network wide day of operation execution of train crew resourcing.

The role refers to the Deputy Executive Director Operations Management.
Collaborative decision making with the ROC stakeholders and executive and senior management for incident management and recovery of operations, ROC and internal stakeholders for service cancellations

Reporting line:

Deputy Executive Director Operations Management

Direct Reports:

2 x Resource Delivery Lead, 4 x TCAC Assigner, 5 Train Crew Liaison Officers on a rotating 24/7 shift basis

Budget/Expenditure:

Nil

Essential Requirements

• Experience in day of operations management within complex environment

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Levels**
Personal Attributes	**Display Resilience and Courage**	**Advanced**
	Act with Integrity	Adept
	Manage Self	**Advanced**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Advanced**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Advanced**
	Manage Reform and Change	Adept

Focus capabilities

The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience & Courage	Advanced	• Stay calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in the face of strong, contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements

Group and Capability	Level	Behavioural Indicators
		• Implement systems and processes that underpin high quality research and analysis
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
People Management Manage and Develop People	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Optimise Business Outcomes	Advanced	• Develop workforce plans that effectively distribute organisational resources to achieve business goals • Plan for strategic use of human resources that links to wider organisational aims and goals • Encourage others to strive for ongoing performance improvement • Align systems and processes to encourage improved performance and outcomes

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