

POSITION DETAILS

POSITION TITLE	Station Duty Manager Levels 2, 3 & 4
DIRECTORATE	Customer Service
DIVISION	Customer Service
REPORTS TO	Stations Customer Manager
POSITION NUMBER	Various
CLASSIFICATION	DMLEV2 – DMLEV3 – DMLEV4
HEALTH ASSESSMENT CATEGORY	C2.A

PRIMARY PURPOSE

The Station Duty Manager is responsible for the day to day operation of a station under the control of the Stations Customer Manager. The efficient and effective management of the station, staff and facilities, delivery of customer service, on time running, and safety of customers. This position encourages team work, staff development and promotes the stations business.

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

Business Description

While this position is part of Sydney Trains, the actual business varies due to the size and location of stations and the allocation of activities.

The Key Result Areas

Support Stations customer Manager in the development, implementation and management of;

- Customer feedback, Station Crowding and Ticket waiting time
- Maintaining a clean environment
- Expenditure, employee shortages and cash on hand
- Staff attendance and competence including resource allocation

- Maintaining a safe working environment
- Team building, employee and personal behaviour and continuous improvement

Responsibilities

Customer Service

Customer complaints are minimised. Customer service standards are applied. Customer concerns are dealt with immediately and resolved with minimum delay.

Maintain customer service standards and ensures customer complaints are resolved promptly and effectively to promote a positive image of the station and Sydney Trains. Assist in the identification and development of strategies to improve customer service. Monitor passenger movements during programmed work and other disruptions to ensure adequate services are provided to meet customer needs.

Station Operations

Manage station operations through compliance with policy procedures and guidelines.

Responsible for effective station operations in accordance with commercial practice to achieve Sydney Trains business objectives. Responsible for reporting trends and monitoring performance.

Station Presentation

Ensures that station presentation activities are coordinated to meet Sydney Trains presentation standards.

Ensure a high standard of station presentation is maintained to reflect a positive image and reinforce Sydney Trains commitment to customer service. Ensure that the station environment is consistently clean.

Security and Safety

Reports security and safety to Transit Police and / or Building Maintenance staff. Support policies and procedures and their implementation.

Maintain an environment that meets or exceeds customer needs by providing security and safety at the stations for customers and staff. Maintain appropriate security of station records and property. Monitor CCTV and respond to reports of incidents, property damage and maintain records of incidents.

Safety

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.

Universal Safety responsibilities and accountability

- Avoid taking unjustifiable risks
- Avoid Causing harm
- Follow the Safety Management System
- Be prepared to Work Safely

Station Duty Managers must be aware of their Safety Responsibilities, Authorities and Accountabilities and where to locate this information (outlined above).

Staff

Assist monitoring the performance, development and counselling of staff. Provide or arrange training for staff. Evaluate the effectiveness of 'On the Job' training. Accountable for staff personal presentation.

Maintain the performance, development, motivation and counselling of station staff on the shift. Have input to station staff recruitment and maintain optimum levels of competent and trained staff. Make recommendations on internal and external training and examinations. Provide effective on the job training. Maintain a commercially

orientated culture among staff in keeping with business objectives. Participate in and convene interview panels. Contribute to the compilation of staff and duty sheets and staff rosters. Complete staff appraisals as required. Make recommendations concerning station staff reviews. Responsible for appearance and presentation of all staff. Promote a team focused atmosphere amongst staff.

Marketing and Promotion

Contributes to the Marketing Plan.

Contribute to the formulation of strategies to develop business growth. Contribute to the implementation of a Station Marketing Plan to promote Sydney Trains services and improve market share. Arrange and participate in on/off station promotions in consultation with the Stations Customer Manager.

Revenue Protection

Manage revenue protection strategies to minimise revenue loss.

Protect station revenue by ensuring the safe custody of station cash, safe keys, bulk ticket stock and other valuables. Ensure compliance of all security procedures relating to revenue. Ensure compliance with Accounting Instructions and Guidelines and other financial and administrative policies and procedures. Ensure staff are trained to support this compliance. Minimise opportunities for fraud and revenue loss. Liaise with revenue protection unit.

Ticketing

Accountable for the efficient and effective dispensing of tickets & products, the compilation of accounts, submission of returns and the accurate handling of cash and kind.

Responsible at certain times for the sale of passenger tickets, the monitoring and servicing of electronic ticket machinery where required. Perform accounting functions, both at a daily and accounting period level. Responsible for all non-maintenance operations of automatic ticketing equipment.

Budgets

Work within approved budgets and identify and explain variances.

Contribute to the development of the operating budgets for the stations.

Maintenance

Identify and arrange repairs.

Identify and resolve minor maintenance issues. Contribute to the implementation of the Station Maintenance Plan to ensure maintenance needs are identified and supported by Capital funding or working expenses. Consult with relevant parties and sign off station upgrading. Ensure prompt attention to maintenance and replacement of any defective equipment.

Change Management

Promote organisational change.

Contribute to the management of change to ensure business objectives are met.

Communication

Provide accurately and timely communication to the staff and customers.

Contribute to the development and implementation of communication strategies within the station. Ensure effective communication with internal and external customers and suppliers.

Train Running

Ensure the safe and on-time running of services through the station. Report failures and late running, and take appropriate corrective action.

Liaise with Operations, Network Control and 'Defects'. Monitor train-running performance including NSW Trains

services and recommend and/or implement remedial action as required. Liaise on preparation of track work and Special Train Notices, which affect the station operation, and delivery of customer service. Extract information from Special Train Notices and prepare local notices for display. Take appropriate action to ensure customers and staff have access to timely, concise and accurate information.

Contract Staff

Ensure compliance with policies and guidelines relating to the safe working practices of contractors on stations. Work is carried out to meet required standards and breaches notified.

Stores

Accountable for the inventories of stores, stationery and assets.

Assist in the management of inventories of stores, stationery and assets, and make purchases in accordance with Purchasing and Procurement Policy and budgetary constraints.

Legal

Comply with Legislation, policy, procedures and guidelines.

Maintain accurate records and comply with legislation such as the Freedom of Information Act, Anti-discrimination, WHS, Environmental, Public Finance Audit Act, and EEO and any other legislation in current use.

Emergency

Implement emergency procedures. Arrange training for station staff. Assist in the development of emergency procedures.

Assist in the development of emergency procedures, ensure all station staff are trained and familiar with their role and function. Responsible to organise, arrange and supervise alternative transport and appropriate people in emergency situations to ensure customer service is maintained. Assist in the planning and development of emergency procedures.

Real Estate

Ensure compliance with tenancy agreement.

Make recommendations on new leases; lease renewals and development applications. Assist in the management of leases.

Industrial Relations

Promote and manage harmonious industrial relations and observe agreed dispute settlement procedures.

Promote harmonious industrial relations.

Luggage/Cloakroom/Lost Property

Manage the safeguarding of luggage, cloakroom & lost property in accordance with policies, procedures and guidelines.

Records and timekeeping**KEY RELATIONSHIPS**

The Station Duty Manager will communicate with all customers for the purpose of affecting the objectives of the position and will utilise telecommunication apparatus, personal techniques, oral and written abilities, and other available technical resources.

Listed below are a number of the key internal and external people and agencies that a Station Duty Manager is required to communicate with. This list is provided as a guide, Station Duty Managers are not limited to its contents.

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

Station Staff
 Staff from various Divisions
 Staff from other Sydney Trains Business Groups
 Liaison with corporate and business services

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

Customers	Product and Service suppliers
Community Groups	Security providers
Cash Collection Agencies	Maintenance providers
Banking Authorities	Contractors
Other transport providers	Trauma Support Services
Police/Transit Police	Other Rail service providers
Councils	Public Works
Schools	Emergency Services
Leaseholders	

DECISION MAKING

- Empowered to make decisions concerning overall effective running of the station in a commercial business environment taking into account customer service requirements.
- Make decisions under delegation with regards to immediate problems concerning administration and operations.
- Review decisions and apply corrective actions to maintain effective customer service in all areas of responsibility.

CHALLENGES

- Prioritising work to meet ever-changing situations.
- Support and enhance the station business in its ever changing role in the community.
- Managing a complex and demanding work environment.
- Contributes to and encourages a more commercially oriented culture.
- Being flexible to work extended or altered shifts at short notice.
- Having a high level of tolerance towards all people.
- Enhancing personal development to meet change.
- Managing difficult or disruptive situations.
- Building and working in a cohesive team environment.

POSITION IMPACT

DIRECT REPORTS:	Direct = 1-25, Indirect = 1-45
BUDGET (CapEx/Salary):	N/A

SELECTION CRITERIA

(include any required Licences or accreditation required by the position)

Selection Criteria for this position

- Experience in implementing customer service and safety standards;
- Management experience;
- Excellent interpersonal communication and negotiating skills;
- Demonstrated ability to manage, train and develop staff to achieve performance standards;
- Knowledge of relevant Legislation and Authority policies, procedures and guidelines for station operations;
- Demonstrated ability to deal effectively with conflict resolution and problem solving;
- Capacity to implement EEO principles, the Ethnic Affairs Priority Statement, WHS and Environmental policies and a commitment to ethical practices;
- Basic computer operations and current software standards;

The desirable experiences or qualifications for the Duty Manager Levels 2, 3 & 4

- Qualified in Station Safeworking Certification;
- Qualified in Station Services Certificate IV or equivalent;
- Qualified in Budget preparation and monitoring;
- First Aid certificate - Senior First Aid;
- Relevant tertiary qualifications;

KNOWLEDGE/SKILLS AND EXPERIENCE/QUALIFICATIONS

Station Duty Manager requires CSTLQ plus the following:

1.12	Handle mail to facilitate communication.
1.13	Maintain information records system
1.16	Respond to telephone enquires
1.17	Draft routine written correspondence
1.19	Organise and provide information in written form in response to requests
1.21	Receive visitors to ensure a positive image of the organisation is presented.
1.22	Promote the products and services of the organisation.
1.23	Resolve customer complaints
1.28	Access, retrieve and edit computer data using keyboard skills
1.29	Produce documents using a computer system.
1.30	Use a range of office and support equipment.
1.31	Organise, copy, collate bind and distribute documents.
1.33	Plan and organise personal work activities
1.34	Complete appointments diary and schedules for self and others.
1.36	Plan meetings.
1.37	Organise and manage meetings.
1.39	Participate in a team to achieve designated tasks
1.40	Participate in allocation and completion of team tasks
1.41	Negotiate with team members to allocate and [complete tasks to achieve group goals
1.42	Manage a team to ensure team goals are achieved and that outcomes reflect identified organisational objectives.
1.43	Lead and develop people.
1.44	Determine requirement for new staff and participate in staff selection to ensure team goals are achieved.
1.45	Manage change.
1.46	Perform Basic Mathematical functions.
1.47	Administer Petty Cash account.
1.50	Record and Bank monetary receipts.
1.54	Monitor stock levels.
1.57	Participate in stocktakes and cyclical counts.
1.59	Maintain basic inventory records system.
1.66	Receive stock manually.
1.67	Manually handle and store stock.
1.70	Prepare stock for despatch.
1.80	Practice and promote quality customer service.
1.83	Administer Attendance Records.
1.85	Provide goods and services.
2.03	Work co-operatively with others.
2.04	Contribute to quality assurance system.
2.05	Work safely.
4.05	Arrange alternative passenger arrangements.
4.11	Develop Work Rosters.
4.15	Shunt Rollingstock.
4.16	Monitor and operate signals and switches.
4.23	Respond to dangerous goods emergencies.
4.24	Respond to emergencies and accidents.
4.25	Co-ordinate emergency activities.

4.38	Amend rosters.
4.47	Apply workplace WHS procedures.
4.50	Respond to injury.
4.51	Provide First Aid [Resuscitation & Silver or Bronze Level].
4.52	Provide first aid administration support.
4.63	Apply correct environment protection procedures.
4.64	Implement and monitor environmental protection, policy and procedures.
4.66	Conduct inspection of safeworking procedures and infrastructure.
5.01	Manage personal work priorities and professional development [Level 5]
5.02	Provide leadership in the workplace. [Level 4]
5.03	Establish and manage effective workplace relationships. [Level 5]
5.04	Participate in, lead and facilitate work teams. [Level 4]
5.09	Implement and monitor continuous improvement systems and processes. [Level 4]
6.01	Sell tickets for products and services
6.02	Use technical equipment to assist in providing customer service.
6.04	Deliver service to customers.
6.06	Advise customers on local destinations, products, services and facilities.
6.07	Advise customers on organisation's destinations, products, services and facilities.
6.29	Organise services for special events.
6.30	Monitor transport activities at interchanges.
6.32	Provide support for customers
6.33	Manage customer luggage/property
6.34	Manage customer behaviour
6.35	Provide revenue protection measures [not including ticketing knowledge]
6.36	Support legal proceedings.
6.37	Establish community support network.
6.38	Provide community awareness activities.
6.39	Clean transport facilities.
6.42	Spot clean transport facilities.
6.46	Respond to fire emergencies.
6.47	Monitor and maintain basic facilities [covers TVM]
6.55	Maintain security or railway property and revenue

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> Personal ownership of safety demonstrated through proactive risk based decision making Role model for visible leadership and appropriate safety behaviours Safety improvement goals and Division safety programs (e.g., Target Zero) understood and implemented with measurable impact Safety strategy translated and improvements realized through regular communication and interactions with safety advisors/ reps and coaching in safety leadership Safety management system and procedures in place and followed and barriers to safe working environment removed
CUSTOMER	<ul style="list-style-type: none"> Effective working relationships with stakeholders enhanced customer experience Customer outcomes achieved through teamwork and quality Delivery of operating plan ensured timeliness, information, passenger safety and cleanliness for customers Reliable and timely information improved customer satisfaction
FINANCIAL	<ul style="list-style-type: none"> (3yr) Plan to execute the strategy developed and delivered within budget and enabled timely decision making Directorate and Division priorities identified, cascaded and delivered Cost savings, efficiency and productivity maximised and improved year on year Division budget trade off decisions made and resources allocated to enable delivery of plan Reliable information produced by using financial processes and systems Operational discipline achieved through lean management principles Logistics and supply chain outcomes continually improved Effective working relationships with suppliers ensured quality and service standards met
LEADERSHIP	<ul style="list-style-type: none"> Organisational changes approached with integrity and resilience Demonstrated and ensured leader's behaviour consistent with values - walked the talk Set and communicated clear targets aligned to strategy that motivated and engaged others Hard decisions made and solutions facilitated promptly Cross-Division collaboration achieved process integration and performance Frontline leaders supported (development plans) and held accountable for leadership performance of their teams Monthly one-on-one coaching with direct reports led to enhanced performance and achievement of change agenda Ready-now successor in place and bench strength improved Effective stakeholders relationships proactively built and utilised to communicate information upwards, sideways, downward and outward

BEHAVIOURS

Critical behaviours	Behaviour Statement
PRIDE	<ul style="list-style-type: none"> Ask for feedback about your team and identify and spread the word about successes across businesses

	<ul style="list-style-type: none"> • 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 organisation 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
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