Role Description
Lead Rail Timetable Production Analyst

Agency	Transport for NSW
Division/Branch/Unit	Infrastructure & Services / Rail Program Delivery/Timetable Production and Intelligence
Location	Mascot
Classification/Grade/Band	Grade 9
Role Number	50003424, 51003764, 51010372, 50003426
ANZSCO Code	261111
PCAT Code	3228394
Date of Approval	March 2018
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a $41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The primary purpose of the role is to design, develop, produce and maintain the current and future Rail Standard Working Timetable. The role collaborates closely with planning, operational and infrastructure staff to enable practical, workable and timely production of timetables.

Key accountabilities

- Lead the production of viable timetables and operating plans that meet timelines, customer and freight operator requirements, and infrastructure constraints to ensure TfNSW service objectives are achieved.
- Lead the timetable validation and verification activities to ensure compliance with specifications, standards, business requirements, and infrastructure constraints. Provide recommendations for timetable improvements.
- Lead the development and validation of operating patterns and strategies while in the process of constructing the timetable and recommend changes to improve performance and robustness where necessary.
- Review timetables using a risk based approach and certify that they are free of incompatible goals.
- Inform the Timetable Program Manager of potential problems or inaccuracies within specifications received or concerns with workflow and identify alternative solutions to resolve issues promptly.

- Engage with multiple stakeholders to develop solutions to operational and customer related issues, with consideration of safety, reliability, customer service, and efficiency; consider suggestions and alterations in order to produce viable timetables that meet multiple requirements.
- Undertake the day to day management of the timetable change request process as well as provide specialist timetabling advice to other areas within TFNSW.

Key challenges

- Develop detailed understanding of transport infrastructure, the complexities and constraints of rail networks, and how these constraints relate to developing timetables and operating plans to improve rail services.
- Provide timely, quality advice and reports with competing priorities and deadlines.
- Delivering outcomes with new team members while balancing the need for production with the requirement for skill development while ensuring quality outcomes and the application of standards consistently by all team members throughout the timetable production process

Key relationships

Who	Why
Internal	
Timetable Program Manager and team	• Escalate issues, keep informed, advise and receive instructions
	• Provide regular updates on key projects, issues and priorities
	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Rail Timetable Production team	• Lead, inspire and motivate and provide direction and manage performance
	• Assist with the development and training of new team members.
External	
Other divisions of TfNSW, other Transport operating agencies, private rail operators and Government agencies	• Collaborate with multiple stakeholders to develop solutions to deliver optimal operational and customer related outcomes with consideration of safety, reliability, customer service, and efficiency
	• Develop and deliver solutions that deliver optimal outcomes.
	• Evaluate requests from a variety of stakeholders and provide specialist advice as required.

Role dimensions

Decision making

As per the delegations of the role.

Reporting line

This role reports to the Timetable Program Manager.

Direct reports

The role has up to 2 direct reports.

Budget/Expenditure

Not applicable.

Essential requirements

Tertiary qualifications and/or equivalent industry experience within a rail environment, in timetable and operational plan development or logistics.
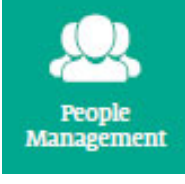
Capabilities for the role

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**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Advanced**
	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**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. 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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
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

Group and Capability	Level	Behavioural Indicators
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
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks