

STATE TRANSIT

POSITION DESCRIPTION

POSITION TITLE: Bus Operator

UNIT: Depots

DATE: Minor Update January 2015

PRIMARY OBJECTIVES

Operate public passenger, school and charter buses within the Sydney or Newcastle contract regions, along specified routes and according to timetable.

As the first point of contact for customers and members of the public, be well presented and act in a manner consistent with State Transit's goal of being a professional, safe, responsible and reliable public transport provider.

ORGANISATIONAL ENVIRONMENT

State Transit is the largest bus company in Australia. It plans and operates bus services in Sydney, as well as bus and ferry services in Newcastle. The organisation employs approximately 4,700 staff and has an annual turnover of over \$660 million. It carries more than 600,000 passengers per day, on approximately 17,800 services. The fleet comprises 2,153 buses and 2 ferries, which are used mainly for regular passenger services.

State Transit currently manages these businesses:

- Sydney Buses which operates 4 of the 15 Sydney Metropolitan Bus Service Contracts; and
- Newcastle Bus and Ferry Service operating in line with the Outer-Metropolitan Bus Service Contract.

The current Sydney Metropolitan Bus Service Contracts will be effective to July 2018 and current Newcastle Outer-Metropolitan Bus Service Contract will be effective to July 2017. In coordination with Transport for NSW, State Transit is required deliver services and meet the standards established in each of the contracts within a complex regulatory environment.

Under this framework, State Transit is responsible for delivering passenger services that are safe, efficient, comfortable, convenient and reliable, with courteous and professional staff. It is subject to control by several statutory and regulatory requirements, including the Transport Administration Act and Passenger Transport Act.

State Transit is split into five regions (Eastern, Northern, Southern, Western and Newcastle) with a General Manager responsible for each region. To support the regions and manage the wider business, the other divisions are:

Finance and Administration, People and Bus Systems, Fleet Operations & Infrastructure, and Safety, Assurance & Communications.

Regional activities encompass traffic and service management, fleet and facilities management, safety, finance and administration, and executive management of depots in the Region. Depot activities focus more on the day-to-day operation of the business, to implement the approved service plan in line with the Sydney Metropolitan Bus Service Contract (SMBSC) and the Outer Metropolitan Bus Systems Contract (OMBSC) and other statutory or regulatory requirements.

The position of Bus Operator is classified as a Transport Safety Worker position.

Under the State Transit Authority Division of the Government Service Bus Operations Enterprise (State) Award 2012 and successor awards, employees undertaking the duties of a former bus operations classification (eg Airport Bus Operator), will be paid at the Senior Bus Operator rate of pay in accordance with the rates listed in the award.

In these cases, when an employee takes up another position with a higher base rate of pay, or chooses voluntarily to regress to a lower graded position, the arrangement of paying those staff at the Senior Bus Operator rate of pay shall cease.

REPORTING RELATIONSHIPS

Bus Operators report to Staff Supervisors and/or Depot Managers as applicable.

In Newcastle, the Staff Coordinator and Depot Supervisor (Belmont) supervise Bus Operators.

Bus Operators may receive operational work directions from Duty Managers, Duty Officers and Yard Supervisors as applicable.

CHALLENGES

- Operate a number of different bus types and models in variable traffic and road conditions, and monitor the environment and bus stops for intending passengers.
- Learn a large number of routes and understand fare/revenue systems used by State Transit.
- Operate the bus to timetable and respond in a professional way to a diverse range of customers.
- Respond to situations to ensure the safety of customers and to minimise disruption to services.

ACCOUNTABILITIES

- Operate different makes and models of buses along designated routes, adhering to the road rules, and monitoring and anticipating the behaviours of other road users, passengers and pedestrians to provide a safe and comfortable journey.
- Stop to pick up and set down passengers according to the timetabled schedules.
- Provide good customer service, including having a good presentation and being friendly and informative when dealing with customers and other members of the public.
- Undertake revenue collection through the sale of cash fares to passengers and accounting for fares collected.
- Follow work instructions and work to schedules, rosters, timetables and deadlines.
- Work unsupervised and in a team environment, as well as cooperate with Depot Manager, Duty Manager and other relevant staff.
- Operate radio as required.
- Report defective vehicles.
- Comply with new services, altered services for special events and other changes to services as required.
- Comply with State Transit's Code of Conduct, policies and procedures (including the Bus Operators handbook) and any relevant legislation and regulations, Awards and Enterprise Agreements.
- Provide information on any service-related issues, for example, those related to accidents or incidents, feedback on ways to improve services and gather various customer statistics as required.
- Perform appropriate supervision, training and instruction.
- Comply with duties covered by the Award and follow appropriate work instructions.
- Implement all required actions assigned to the position in State Transit's Safety Management System (SMS), summarised in the BMS Work Instruction OHS Responsibility, Authority & Accountability Matrix (WI 50.09.01).

KNOWLEDGE AND EXPERIENCE

- Must be able to satisfactorily complete all examinations and assessments required to be a bus operator.
- Hold a current MR (medium rigid) licence to operate a 2 axles bus or a HR (heavy rigid) licence to operate a 3 axles bus.
- Hold a current Roads & Maritime Services Driver Authority Card to operate a public passenger vehicle.
- Hold a Working With Children Check clearance as defined by the *Child Protection (Working With Children) Act*.
- Good knowledge of relevant safety procedures and requirements.
- Good customer service skills.
- Communication and comprehension skills, to read, understand and converse in English, read maps, calculate change, understand timetables, operate radio and learn and apply operating procedures/systems.
- Good traffic sense with an ability to keep to timetables, operate during special events, adapt to new services and meet deadlines.
- Ability to work unsupervised and as part of a team, as well as follow work instructions from relevant staff.
- Commitment to implement equal employment opportunity, equity, OH&S and ethical practice policies and principles.