

# Transport Officer

---

## Information Pack

# Contents

How to use this information pack.....	2
Being a Transport Officer with Sydney Trains .....	3
About Sydney Trains .....	5
Our core values.....	6
The role of a Transport Officer .....	8
The role .....	9
The work environment .....	10
Benefits, entitlements and policy .....	10
Transport Officer training .....	12
The recruitment and selection process .....	14
Job related testing .....	17

## How to use this information pack

This Information Pack contains everything you need to know before applying for the role.



Read *all* the information in this pack.



Think carefully about whether this role is right for you and your lifestyle.



You will be tested on how well you understand and retain the information in this pack throughout the application process, so study it carefully.

We look forward to reviewing your application and hope to welcome you aboard soon!

# Being a Transport Officer with Sydney Trains

## Have you got what it takes?

The role of a Transport Officer is unique. Transport Officers are out and about travelling the Sydney Trains, NSW TrainLink, Bus, Light Rail, Ferry and Sydney Metro networks on a daily basis. While a large part of the role is providing exceptional customer service, you are also responsible for fare compliance.

Transport Officers are not a security function.

To be considered for the role you must:

- Hold a current valid unrestricted Australian Driver's Licence
- If successful, provide evidence that you hold a current Senior First Aid certificate or be willing to obtain a Senior First Aid certificate at your own cost prior to commencing

## What is it really like?

Every day, we assist customers from NSW as well as visitors from all over the world to get to their destinations quickly and safely, whether they're going to work, school, visiting loved ones or going sight-seeing.

## Like any job, there is a lot more to being a Transport Officer than meets the eye.

We're a friendly bunch and we have a lot of fun, however being a Transport Officer also has its unique challenges.

For example:



We work shift work with morning and afternoon shifts, with the earliest shift starting at 5am and the latest finishing at 10pm.



We interact with and help hundreds of customers every day and need to adapt our communication style to suit their needs.



We are masters of conflict resolution. We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.



We do whatever it takes to make sure our customers have the best possible experience as they travel across the network.





**It takes a special type of person  
- customer-focused, empathetic,  
resilient, patient and reliable.**

We know it's certainly an attractive role, but becoming a Transport Officer will require study, training and commitment.

Once your training is complete you will also have follow up coaching on the job to ensure you are confident and capable to effectively do your role. Then you will still need to work to a tight schedule, as we are relying on you to show up on time every day and assist customers across the public transport network.

You will need to ensure that you come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly. You will also need to perform well in high-pressure situations, always keeping the safety of our customers at the heart of everything you do.

This Information Pack contains everything you need to know before applying for a role as a Transport Officer with Sydney Trains. Read through it and think carefully about whether the role is right for you. You will be tested on the information in this pack throughout the application process.

# About Sydney Trains

From 1 July 2013, two new rail organisations have served the different needs of Sydney metropolitan and regional / intercity customers.

## Sydney Trains

Sydney Trains operate quick, frequent and reliable services in the Sydney suburban area bounded by Berowra, Richmond, Emu Plains, Macarthur and Waterfall stations.

## NSW Trains

NSW Trains operate services between Sydney and the Hunter, Central Coast, Blue Mountains, Southern Highlands and South Coast regions, as well as the interstate network.

## The Fare Compliance Unit sits within the Customer Operations Directorate.

Customer Operations brings together Customer Service and Operations Delivery and has been created as part of the Sydney Trains Transformation Program. Integrating the two areas will enhance collaboration and ensure that we work seamlessly to deliver memorable customer journeys each and every day, both now and into the future.

We have huge challenges ahead of us with increased patronage and evolving customer expectations. It means that we need to remain focused on the delivery of consistently excellent service and strong operational performance, while at the same time delivering major projects that create capacity across the network.

## Preparing for the future

In the last five years, our patronage has increased by 30 per cent and is expected to keep growing at five percent each year. We're preparing for more customers and more services in a number of ways, including:

- upgrading our stations with modern infrastructure and digital customer information systems
- setting up fast track teams at key locations to ensure our customers are able to get on and off our trains smoothly
- adding 41 new Waratah trains to our fleet before the end of 2020
- increasing the size of our team
- updating our technology and ways of working
- continuing to integrate Sydney Metro with our network

## Our core values

# Our SPACE behaviours



### Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.



### Pride

Taking pride in your role, your presentation and recognising your value within the organisation.



### Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.



### Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.



### Excellence

Striving for excellence; continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.

## Our Customer Service Principles

- ✓ **First impressions count**
- ✓ **Friendly and ready to help**
- ✓ **Communicate clearly**
- ✓ **Find a solution**
- ✓ **Share your knowledge**
- ✓ **Work together**

## Our Customer Service Communication Principles

- Talk straight in a professional manner – be clear and concise
- Communicate proactively – don't wait for only negative issues
- Reinforce an open communication culture
- Maintain the truth – a single source of key messages
- Talking involves listening
- Tailor messages to meet your employees and customers needs
- Strive for excellence in communication at all times



# The role of a Transport Officer

## You are the face of Transport

You must be visible, accessible and approachable to customers at all times.

Transport Officers operate across all modes of transport including Sydney Trains, NSW TrainLink, Buses, Light Rail, Ferries and Sydney Metro giving you exceptional insight across the transport cluster and the opportunity to help customers

The role of a Transport Officer is unique. Transport Officers are out and about travelling the network on a daily basis. While a large part of the role is providing exceptional customer service, you are also responsible for fare compliance.

## Using technology

To perform your role you will need to utilise technology.

As a Transport Officer you are issued with a Smart Phone to check Opal cards, issue Penalty & Caution Notices and assist with customer enquiries. You must be visible, accessible and approachable to customers at all times.





# The role of a Transport Officer

## Ticketing

You will assist customers with enquiries about the ticketing system. This can include educating customers on payment options including Opal and Contactless Transport Payments (e.g. credit card) including how it works, where to buy and how to top up.

## Fare Compliance

Transport Officers are responsible for checking customers have paid the correct fare on trains, buses, ferries and light rail. Occasionally you will need to issue Penalty or Caution Notices to those who haven't paid the correct fare, and educate customers on conditions of travel.

## It's all about customer service

In this role, you will assist customers with general enquiries, directions, timetable information and ticketing enquiries.

- While more than 95% of our customers do the right thing by adhering to the conditions of travel including paying the correct fare, you will interact with some who don't
- Transport Officers can issue Penalty or Caution Notices to those who haven't paid the correct fare, and educate customers on conditions of travel.
- Issuing customers with a \$200 Penalty Notice for non-compliance can be challenging and requires exceptional conflict resolution and customer service skills.
- Potential to get involved in special events including Sydney Royal Easter Show, Vivid and New Years Eve.

Before you apply, please consider the following:

**How comfortable do you feel about having to issue customers with Penalty Notices and how comfortable are you resolving interactions with agitated customers on a regular basis?**

# The work environment

## Typical shifts and hours of work

The NSW Public Transport network operates 24/7, 365 days a year. You will need to be reliable and attend your shifts on time to be there for our customers when our network is at its busiest.

You will be required to work rotating rosters with varied shift times across morning and afternoon shifts. Unlike many other Transport functions, you will not be required to work nights, with the earliest shift starting at 5am and the latest finishing at 10pm. Full Time employees work 80 hours per fortnight. As shifts are rostered there is little flexibility to work around your schedule (e.g. University classes, a second job).

The role is physically demanding. You can be required to stand for long periods of time, walk on moving trains, buses, ferries, metros and light rail, and up and down many sets of stairs. You will be supported by Sydney Trains Fatigue Management policy.

Working as a Transport Officer has some great on the job perks. After your initial training you may be eligible for field starts meaning you will start and finish your shift at a station near your home location to offer you a better work/life balance. Transport Officers are generally rostered off on all public holidays.

Transport Officers work in teams of between 2-8 officers, so you will always have the support of your team.



# Benefits, entitlements and policy

Transport Officers commence on a starting grade RC2 \$65,211 - \$74,659.

## Benefits and entitlements

In addition to the annual salary employees receive:

- 9.50% superannuation
- Penalty rates (as applicable)
- Up to approximately \$8,000 in shift allowances (as applicable)
- Annual leave loading
- Overtime (when required)
- Annual pay increases, currently 3%

## Travel benefits

All Sydney Trains employees receive an employee travel pass on NSW Public Transport system including:

- Sydney Trains
- NSW Trains (NSW TrainLink)
- State Transit Buses
- Sydney Ferries
- Sydney Metro
- Light Rail
- Private buses

## Leave Entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Maternity leave: 14 weeks
- Sick leave: 15 days per year



# Transport Officer training

## Program overview

Transport Officer training is a combination of off-the-job and on-the-job training.

- Off-the-job training: The initial training is classroom-based at Transport for NSW (TfNSW) Training College located in Petersham and runs for 3 weeks.
- On-the-job-training: Following the classroom-based training you will be assigned to a team and receive on-the-job-training
- You are accountable for your own learning journey and demonstrating the appropriate skills, knowledge and attitude.

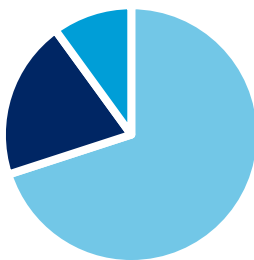
## On-the-job training

You will gain hands on experience and use real equipment in real-life scenarios and situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

**By participating in the initial employment training program, you will learn the skills you need to confidently perform the role of a Transport Officer.**

## 70:20:10 Learning

The Transport Officer training will follow the 70-20-10 Model:



**70%** is on-the-job learning through doing the role on the job

**20%** is from mentoring and relationships, such as learning from others

**10%** of the learning takes place in formal learning environment, in workshops and via eLearning.

70-20-10 represents relative quantities of time, not importance.

## Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the awards, policies and job requirements
- Act in the best interests of Transport and its customers

## Drug and alcohol policy

Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, we:

- Conduct a random drug and alcohol testing program
- Have a test reading showing zero concentration of alcohol in the blood
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs
- Are not permitted to have or sell alcohol or prohibited drugs in the workplace
- Must not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any Sydney Trains' workplace

The Sydney Trains Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.

## Uniform and grooming standards

Sydney Trains employees must present themselves in a professional manner including:

- Wearing your designated uniform
- Looking presentable (clean shaven, hair neat and tidy, clean uniform)

# The recruitment and selection process

## Merit selection

Sydney Trains has a merit based recruitment and selection policy. Merit is decided by taking into account the relevant position and assessing the skills, abilities, qualifications, experience and personal qualities of each applicant.

## What's involved?

We use a variety of techniques to assess and validate key knowledge areas, critical skills and fit for the role. These include:

- Pre-Screen Questions as part of your application
- Phone Screen
- Job related testing
- Medical and Fitness Assessment
- NSW Government Agency Employment Review
- National Police Check
- Reference Checks

## Job related testing

You will be required to complete a number of job related tests. The tests you will undertake have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Transport Officer.

## Interview

Applicants who meet the standards required at job related testing will be invited to attend an interview where you will be assessed against specific selection criteria.

## NSW Government employment review

Service History Checks are undertaken on all current and previous Sydney Trains (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees. A Service History Check is also undertaken on all current NSW Government Agency employees. A satisfactory service check is required before an application will be progressed to the next stage.



## Reference checks

In your application form you will be asked to provide the contact details of two recent work related referees.

- Referees should be a current or previous manager or supervisor who can comment on your work performance (within the last five years)
- Referee details can be updated at the pre-employment check stage

## Medical assessment

The position requires a Safety Critical Worker Category 3 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 3 assessments include health questionnaires, pathology tests and clinical examination.

## Health questionnaire

The questionnaire helps identify health conditions which affect the ability to do category 3 rail safety work. It covers:

- General work tasks including accidents or near misses
- General health including medications and treatment
- Epworth Sleepiness Scale, a screening tool for sleep
- Disorders and excessive daytime sleepiness
- AUDIT questionnaire, a screen for alcohol dependence
- K10 questionnaire, a screen for anxiety and depression.



## **Clinical examination**

Candidates must undergo a pre-employment clinical examination. Sydney Trains also has a zero drug and alcohol policy, which will be tested prior to employment and at random for employees.

## **National Police Check**

A National Police Check is conducted through an authorised agency on all external applicants.

If an applicant is found to possess a criminal record, a review of their application will be conducted and they may not be recommended for the role.

## **Appointment process**

This recruitment campaign aims to fill a number of permanent full-time Transport Officer positions based in Sydney.

If you are successful you will be notified regarding your commencement date.

There is a six month probationary period from date of commencement; this may be extended under certain circumstances.



# Job related testing

## What is job related testing?

- Job Related Testing is used by TfNSW to assist in determining a candidate's suitability for employment
- Testing ensures that our selection decisions are objective and fair and based on a candidate's ability to perform in the role effectively
- Testing makes up just one component of the selection process
- All testing sessions are administered under standardised testing procedures, this means the same conditions for everyone

## Job related testing consent

When you lodge an application you give consent for TfNSW to:

- Undertake job related testing with you
- Use the information gathered from testing to assist in determining your suitability for employment as a Transport Officer
- Use your results for research purposes - at which time any personal information such as your name and date of birth is removed
- Use the results to assist staff development, should a candidate be appointed to the role
- Assist decision making of third parties in the event of a review (where applicable)





## Job related testing – Validity of results

- The results for the Reading Comprehension and Abstract Reasoning tests you complete will remain valid for 12 months
- You will not be eligible to re-sit these tests again within that time

Any valid testing results you have will be taken into consideration if you apply for other TfNSW roles in the next 12 months which use the same tests. I.e. if the same tests are used in the recruiting process for roles within Sydney Trains and NSW Trains, then the results will transfer over and remain valid for a 12 month period.

## Job related testing confidentiality

- All of the information collected throughout the Job Related Testing is treated with strict confidentiality
- Only those responsible for processing your application (Recruitment & Assessment Services) and the Selection Panel will have access to your test results
- It is important that you do your best. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know and we may be able to reschedule you to another session

