

## POSITION DETAILS

<b>POSITION TITLE</b>	<b>Asset Systems Professional</b>
<b>DIRECTORATE</b>	Engineering & Maintenance
<b>DIVISION</b>	Asset Management
<b>REPORTS TO</b>	Manager Asset Management Systems
<b>POSITION NUMBER</b>	3008402
<b>CLASSIFICATION</b>	RC07
<b>HEALTH ASSESSMENT CATEGORY</b>	Not a RSW
<b>APPROVED BY</b>	General Manager, Asset Management
<b>DATE APPROVED</b>	November 2016

## PRIMARY PURPOSE

Provide expert level, professional quality asset services and advice, that is fit for purpose and consistent with contemporary good practice, to line management within the assigned Business Unit to meet operational requirements and ensure compliance with applicable regulatory standards.

## ORGANISATIONAL ENVIRONMENT

Sydney Trains has approximately 10000 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.

All who work at Sydney Trains have 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

1. Conduct the full range of quality analyses and assessments to identify, record and report on quality and asset issues
2. Prepare and review quality plans, reports and assessments to ensure business unit and Asset Management objectives are met
3. Provide advice on quality accreditations and quality standards to meet operational and regulatory requirements
4. Provide specialist quality and asset support, advice and mentoring to other members of the Business Unit, including management, to develop an improved understanding of quality and asset management.
5. Plan and manage implementation of Lean Six Sigma projects to eliminate waste within the business unit
6. Provide training, guided learning, mentoring and peer support to line management and staff to develop their quality management competencies and help them deliver against their accountabilities

7. Consistently deliver efficiency and set a platform for increased commerciality
8. 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 RELATIONSHIPS

### INTERNAL – across/within Sydney Trains

#### **MAIN CONTACT and PURPOSE**

- Manager QSP
- Asset Management - for reporting, advice, policy and strategy
- Business unit line managers - for advice, policy and strategy

### EXTERNAL – outside of Sydney Trains

#### **MAIN CONTACT and PURPOSE**

- None applicable - role is internally focused

## DECISION MAKING

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- QSP and Asset advice provision (Quality)
- Business Unit Specific QSP and asset/systems development (Quality)
- Business Unit Specific QSP and asset/systems maintenance (Quality)

Collaborative decision making requirements of the position include:

- QSP and Asset implementation support, reporting, audit, investigations, standards development and policy development
- Corrective implementation
- Safety Strategic Plan development
- Quality management

## CHALLENGES

- Providing expert advice on quality issues and ensuring compliance given the need to align with contemporary good practice and work collaboratively and proactively with Corporate SEQR Group
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

## POSITION IMPACT

DIRECT REPORTS:	Nil
BUDGET (CapEx/Salary):	Nil

## SELECTION CRITERIA

- Qualifications and/or experience relevant to membership of the Australian Organisation for Quality, Asset Management Council or other equivalent professional institute.
- Demonstrated experience in management systems certifications or accreditations and application of a contemporary risk based and integrated approach to quality management gained in organisations operating in complex high reliability/high risk environments
- Sound knowledge and understanding of quality related legislations and management systems standards including ISO 9001 and /or ISO 55001
- Demonstrated success in project management and proven ability to drive and deliver change and business unit transformation cultural change
- Proven planning, problem solving and analytical skills with the ability to work through issues with moderate complexity and guide and/or coach others in the resolution of problems
- Demonstrated communication and interpersonal skills to engage with, influence and build and maintain relationships with stakeholders

## PERFORMANCE STANDARDS

Dimension	Performance Level
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Safety goals achieved through personal commitment, no harm to self or others and participation in safety initiatives</li> <li>• Opportunities for continuous improvement identified and reported</li> <li>• Competence for role is achieved through proactive self development and training</li> <li>• Hazard and incident elimination approached proactively</li> <li>• Safety and management systems utilised for self and peers</li> <li>• Safety procedures and practices implemented and applied</li> </ul>
<b>CUSTOMER</b>	<ul style="list-style-type: none"> <li>• Agreed methods and measures followed and ensure reliable results for customers</li> <li>• Customer expectations and service standards in the areas of timeliness, information, passenger safety and cleanliness understood and delivered within agreed timeframes</li> <li>• Immediate customer satisfaction achieved through use of initiative</li> <li>• Customer feedback used to influence process improvements</li> </ul>
<b>FINANCIAL</b>	<ul style="list-style-type: none"> <li>• Reliable results achieved by utilisation of agreed methods and measures</li> <li>• Improvements suggested and processes constructively questioned</li> <li>• Cost savings achieved through effective use of resources</li> <li>• Suggested improvements and constructively questioned processes to improve</li> <li>• Targets, due dates and quality standards met</li> </ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Actively listened to and built positively on others' ideas</li> <li>• Displayed fairness, exhibited trust and created real teamwork and sharing</li> <li>• Business direction, team purpose and change agenda understood, agreed to and work activities aligned</li> <li>• Sought formal and informal development opportunities for growth</li> <li>• Proactively sought and maintained collaborative working relationships with peers and manager to deliver results</li> <li>• Demonstrated awareness of relevant community issues</li> </ul>

## BEHAVIOURS

Critical behaviours	Behaviour Statement
<b>PRIDE</b>	<ul style="list-style-type: none"> <li>Ask for feedback about your team and identify and spread the word about successes across businesses</li> <li>Compliment good performance and provide guidance to improve on poor performance</li> <li>Share personal stories about what makes you proud to work here and your passion for the Railway</li> </ul>
<b>ACCOUNTABILITY</b>	<ul style="list-style-type: none"> <li>Consider the bigger picture. Align your decision-making with the overall organisation objectives, which you regularly communicate to your team</li> <li>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</li> </ul>
<b>COLLABORATION</b>	<ul style="list-style-type: none"> <li>Treat staff fairly and equitably and communicate decisions and process</li> <li>Provide honest and constructive feedback and engage in both the positive and difficult conversations</li> <li>Meet regularly with your team to collect feedback and brainstorm ideas that you will personally progress</li> </ul>
<b>EXCELLENCE</b>	<ul style="list-style-type: none"> <li>Talk to your staff about the significance of the task that they are undertaking</li> <li>Ensure they understand the context and rationale for what they are being asked to do</li> <li>Take initiative to reach out to your customers, anticipate their needs and offer to help</li> </ul>
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>Regularly visit worksites and recognise good and poor practices</li> <li>Begin discussions with safety conversation, emphasising the value we place on ensuring our team mates go home safe</li> <li>Regularly share with your team lessons learned and opportunities for safety improvement</li> </ul>