

POSITION DETAILS

POSITION TITLE	Rostering Officer
DIRECTORATE	Engineering and Maintenance
DIVISION	Major Works Division
REPORTS TO	Rostering Manager
POSITION NUMBER	Various
Kind of Employment	Permanent
CLASSIFICATION	RC04
ANZSCO Code	500000
PCAT Code	1227192
JOB Code	81000228
HEALTH ASSESSMENT CATEGORY	HAC: Category 3 Vision: Nil Hearing: Category 3
DATE APPROVED	2015

PRIMARY PURPOSE

The primary purpose of the Rostering Officer is to produce master rosters for Major Works division within rigid time constraints, which comply with Procedures & Policies, Industrial Legislation, Award Provisions and any relevant agreements and to provide support to operations and project staff located in the satellite depots.

ORGANISATIONAL ENVIRONMENT

Sydney Trains provides train services throughout the Sydney metropolitan area 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.

KEY ACCOUNTABILITIES

- Work within the rostering guidelines driving continuous improvement.
- Regularly report on achieved Key Performance Indicators (KPI's) against Sydney Trains policies and procedures.
- Ensure that staff rosters optimise staff deployment according to workload whilst adhering to developed guidelines.
- Ensure that the roster is efficient and cost effective, aligning workload requirements.
- Ensure that optimised master rosters comply with Industrial legislation, operating agreements & award provisions.
- Liaise with relevant hiring Managers on poor attendances, illnesses, compensation cases, late on duty etc.
- Assist with the compilation of overtime returns and absence returns.
- Assist with identifying reasons where rosters do not reach the desired standard and reporting these matters to the local areas and advise recommendations.
- Undertake any other projects as requested by the Rostering Manager and or Manager Workforce & Competency.
- Analyse, prioritise and allocate work on a daily basis.
- Ensure immediate workplace is free from OH&S hazards.
- Comply with EEO principles & OH&S principles when constructing rosters.

KEY RELATIONSHIPS

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

Key relationship across the Major Works Division include:

- **GM Major Works, Project Operations Unit, Manager Workforce & Competency** – to obtain information about Major Works and provide feedback of analysis
- **Project Operation's Level 5 Managers and depot staff** – to explain the impacts of proposed roster changes, negotiate changes and gain agreement
- **Depot staff** – to provide training and coaching on rostering and associated systems

Key relationships across Sydney Trains include:

- **Rostering unit outside Major Works Division** – for cross-organisational strategic discussions and agreement and implementation of system enhancements and upgrades
- **ICT Division** – to resolve technical system issues with the rostering system as and when required.

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- Rostering systems vendors – to request technical assistance and enhancements, and provide feedback on system performance and issues
- Rail Unions – to review and agree changes to the master roster

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:

- Creation of new or modified master rosters across the Major Works Division, in response to changes in project strategies, engineering changes, capacity requirements, or other changes impacting the roster

Collaborative decision making requirements of the position include:

- Agreement on implementation of rostering improvement initiatives

CHALLENGES

- Implementing complex rosters in order to initiate major changes to achieve efficiency and effectiveness in procedures
- Rostering Major Works Division (MWD) staff for special projects and other non-core work so that operational needs are sufficiently realised
- Balancing the sometimes competing expectations and agendas of different stakeholders that can inhibit the achievement of Major Works' objectives
- Ensuring rostering practices and processes are in line with and are kept current with relevant awards and industrial agreements
- Managing the integration of all MWD staff onto the electronic rostering package and ensuring that workforce rostering practices and processes are aligned across the depots
- Ensuring that cross-organisational changes to the rostering system are implemented seamlessly within MWD, and that MWD initiated changes to the system are aligned with all other division and directorates in Sydney Trains

POSITION IMPACT

DIRECT REPORTS:	Nil
BUDGET (CapEx/Salary):	Not Applicable

SELECTION CRITERIA

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

- Experience in the competent use of software, in particular Microsoft Excel and Microster or other rostering software packages
- Working knowledge of developing master rosters, and rostering policies, procedures and principles
- Experience in Systems administration and support
- Proven sound judgement, ability to scenario plan, and the capacity to complete analysis and evaluation where diverse interests are present
- Excellent interpersonal, oral and written communication skills, to influence and gain contributions from diverse stakeholders
- Knowledge of Industrial Awards, and any imposed management restrictions covering all trades and positions affected by the proposed rosters
- Demonstrated ability to plan, allocate, prioritise, work activities and produce practical solutions to a range of situations.

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Safety goals achieved through personal commitment, no harm to self or others & participation in safety initiatives • Hazards and incidents identified and reported • Used safety management systems • Safety principles, procedures and practices followed • Competence for role achieved through required training
CUSTOMER	<ul style="list-style-type: none"> • Customer service standards in the areas of timeliness, information, passenger safety & cleanliness understood and met • Consistent and reliable results for customers achieved by following agreed methods & measures • Self-discipline raised standards and delivered improved customer outcomes • Immediate customer satisfaction achieved through use of initiative
FINANCIAL	<ul style="list-style-type: none"> • Tasks completed as requested and quality standards met • Agreed methods used to efficiently complete tasks • Process improvements suggested • Costs considered when resources used
LEADERSHIP	<ul style="list-style-type: none"> • Demonstrated behaviour consistent with enterprise values/ behaviours • Change efforts actively participated in • Team purpose understood • Learnt from mistakes • Demonstrated awareness of own impact on others • Relationships with peers and managers developed and maintained • Effective communication with peers and manager contributed to teamwork and sharing

BEHAVIOURS

Critical behaviours	Behaviour Statement
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 everyone gets home safely. • Share with your team lessons learned and opportunities for safety improvement.
PRIDE	<ul style="list-style-type: none"> • Ask for feedback about your team. • Identify and spread the word about successes across businesses. • 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 and our customers.
ACCOUNTABILITY	<ul style="list-style-type: none"> • Consider the bigger picture. • Align your decision-making with the overall organisation objectives and customer in mind, which you regularly communicate to your team. • Be proactive. • Take a solution-based approach to problems and only take calculated risks.
COLLABORATION	<ul style="list-style-type: none"> • Treat staff fairly and equitably and communicate decisions and process. • Provide honest and constructive feedback. • Engage in both 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 importance of their role and their contribution to the customer experience. • Ensure staff and employees 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.

