

POSITION DETAILS

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| POSITION TITLE | Mechanised Inspection Systems Manager |
| DIRECTORATE | Engineering & Maintenance |
| DIVISION | Network Maintenance |
| REPORTS TO | Manager - Condition Monitoring Operations |
| POSITION NUMBER | 51008120, 51008230 |
| CLASSIFICATION | RC7 |
| HEALTH ASSESSMENT CATEGORY | HAC: Category 3 Vision: Nil Hearing: Category 3 |
| JOB CODE | 81000338 |
| ANZSCO CODE | 133211 |
| PCAT CODE | 1229192 |
| Agency Website | www.sydneytrains.nsw.gov.au |

PRIMARY PURPOSE

The Mechanised Inspection Systems (MIS) Manager is responsible for the Operations and Maintenance functions for Sydney Trains Mobile Track Patrol Vehicles (MPTV) Mechanised Inspection Systems (MIS). Responsible for the implementation, maintenance and management of the network-wide mechanised inspection services for fixed rail infrastructure asset condition, corridor clearance and asset mapping to ensure these systems provide a high level of availability and performance of the Mechanised Inspection assets, fleet and customers.

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

1. Manage and renegotiate (as required) the Mechanised Inspection System maintenance and support contracts to ensure delivery of contractual obligations including budget performance, KPI performance and engineering integrity. Assist with budgeting and funding and support negotiations and development of commercial contracts and agreements to ensure the delivery of required goods and services
2. Identify and solve any issues and technical problems associated with coordinating and managing the Mechanised Inspection System, so that these are addressed to optimise stakeholder satisfaction. Manage stakeholder relationships by maintaining regular contact, informing on Mechanised Inspection System status and negotiating solutions to problems, to maintain stakeholder confidence and to ensure expectations are being met

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| 3. | Define, monitor and report on key business and operational performance KPIs for safe and cost effective operation of the Mechanised Inspection capability and service delivery. Steer the development and implementation of tactical and strategic business and asset management strategies and initiatives to maintain 'state-of-the-art' Mechanised Inspection capability. |
| 4. | Lead the development of processes and documentation to support equipment maintenance plans, calibration and spare parts logistics to meet asset maintenance, reliability and availability requirements and KPIs. Improve and update operating procedures, and technical maintenance plans for the unit's activities. Implement change in the team activities and ensure procedures are maintained and kept up-to-date with system enhancements and organisational needs. |
| 5. | Provide leadership and coordination for troubleshooting, failure analysis, corrective action(s), and timely report preparation (Level 5) for accidents or failures. Conduct post incident reporting to Sydney Trains, Independent Transport Safety and Reliability Regulator (ITTSR) and Office of Transport Safety Investigations (OTSI) in relation to incident facts and conditions, determining the relevant just culture and human factor categories for safety, human resources and operational incidents. Undertake business, operation and maintenance reliability activities including asset condition data collection, incident investigation and root-cause analysis to improve assets performance and reliability. |
| 6. | Lead, direct, coach, mentor allocated direct reports including PDP's/ My Success. Manage high level support teams, including engineers in the analysis, diagnostics and remedy of mechanised inspection system faults to ensure cost effective and reliable services. |
| 7. | Develop and maintain Quality Management Systems (QMS) including document control, information management and configuration management. Carry out internal audit, compliance checks and control of non-conformances and implement and monitor resulting corrective and pro-active action plans. |
| 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 |
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| <ul style="list-style-type: none"> • Manager - Receive guidance and direction; Provide expert advice and regular updates; Participate in discussions and decisions regarding operation and performance • Work Team - Support team members and work collaboratively to contribute to achieving the teams project outcomes; Participate in meetings to share information and provide input on issues • Stakeholders - Develop and maintain effective working relationships and open channels of communication; Respond to queries and resolve issues; Consult, provide and obtain information |

EXTERNAL - outside of Sydney Trains

| MAIN CONTACT and PURPOSE |
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| <ul style="list-style-type: none"> • Stakeholders - Develop and maintain effective working relationships and open channels of communication; Respond to queries and resolve issues; Consult, provide and obtain information |

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:

- Proven ability to analyse, diagnose and make prompt and responsible decisions, identifying trends and applying controls
- Sound communication, interpersonal and negotiation skills to enable the effective provision of advice, information and assistance to Management, staff and contractors

Collaborative decision making requirements of the position include:

- Lead the development and amendment of maintenance and technical support program plans work instructions, ensure they are completed to time, cost, quality, safety standards and client requirements
- Lead vendor relationships including contract management and service level agreements

CHALLENGES

- New technology and the ongoing roll out of equipment throughout Sydney and NSW Trains operational areas. Utilise specialist technical expertise in assisting with the development of new and revised maintenance programmes to ensure system performance meets user expectations in respect to availability, reliability, quality of service, and useability.

POSITION IMPACT

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| DIRECT REPORTS: | 2 |
| BUDGET (CapEx/Salary): | \$4M - \$6M |

SELECTION CRITERIA

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| 1. Tertiary qualifications (minimum Diploma) in Engineering / Asset Management / Business Management or equivalent substantial relevant experience |
| 2. Knowledge and high level of operational expertise in Mechanised Inspection disciplines including infrared thermography and lights, optical monitoring, laser detection, shore and fleet based IT computer systems, rail infrastructure defect analysis and the motorised track patrol vehicle platform |
| 3. Sound communication, interpersonal and negotiation skills to enable the effective provision of advice, information and assistance to Management, staff, contractors and customers |
| 4. Demonstrated knowledge of asset management on condition monitoring and mechanised inspection systems. |
| 5. Knowledge in Total Productive Maintenance, Reliability Centred Maintenance and Lean Six Sigma |
| 6. Strong analytical and problem solving skills with a high degree of initiative and flexibility in the development and implementation of effective solutions |
| 7. Demonstrated experience in Project Management, including the full project life cycle process, Contract Management including development of new tender and negotiation of existing contracts |
| 8. Five years Maintenance Management and Operational experience with a proven history and high level of operational expertise in IT systems, Telecommunications and data network disciplines. |

PERFORMANCE STANDARDS

| Dimension | Performance Level |
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| SAFETY | <ul style="list-style-type: none"> • Personal ownership over safety demonstrated through proactive risk based decision making • Safety results of self and team achieved • Target Zero principles and objectives communicated and initiatives implemented • Safety improvements realised through regular communication and interactions with team • Safety management system implemented and monitored for team • Investigations for incidents proactively managed and a resolutions achieved within designated timeframes |
| CUSTOMER | <ul style="list-style-type: none"> • Customer expectations mutually agreed through engagement with managers and team • Customer initiatives interpreted and communicated to the team and delivered at appropriate cost • Customer priorities improved through application of customer-first processes in the areas of timeliness, information, passenger safety and cleanliness • Performance monitored, communicated to the team and improvement opportunities identified and pursued • Feedback and initiatives solicited from team and customers, feasibility pursued and outcomes communicated back to team members (go or no-go) • Team held accountable for utilising agreed methods and measures to produce reliable results • Delivered operational/technical/specialist information and outcomes on time |
| FINANCIAL | <ul style="list-style-type: none"> • Goal setting, work plans, budget and resource allocation aligned with plan and Directorate goals • Early identification of budget variances enabled intervention • Financial processes and systems complied with • Prudent purchasing activities resulted in doing more with less • Appropriate rostering and scheduling reduced overtime and absenteeism • Short-term results achieved within budget • Quality and risk management processes implemented • Team met targets, due dates and quality standards |
| LEADERSHIP | <ul style="list-style-type: none"> • Communicated, demonstrated and ensured commitment to enterprise vision and values and operational priorities • Displayed fairness, built trust and maintained respectful relationships through open lines of communication vertically and horizontally • Defined and delegated work to be done with adequate resources and progress measured • Team members had clear, current and measurable goals and objectives • Regular team briefings, 1:1 coaching and individual development plans enhanced team members' performance and raised the bar for the team to a consistent standard • High performance and team success celebrated and non-performance recognised, communicated to individuals/team and appropriate consequences respectfully actioned • Created real teamwork and idea sharing with direct reports, peers and manager • Enabled effective consultation through union interactions |

BEHAVIOURS

| Critical behaviours | Behaviour Statement |
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| 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 our team mates go home safe Regularly share with your team lessons learned and opportunities for safety improvement |
| PRIDE | <ul style="list-style-type: none"> Ask for feedback about your team and 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 being part of the organisation |
| ACCOUNTABILITY | <ul style="list-style-type: none"> Consider the bigger picture. Align your decision-making with the overall organisation objectives, which you regularly communicate to your team 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 |
| COLLABORATION | <ul style="list-style-type: none"> Treat staff fairly and equitably and communicate decisions and process Provide honest and constructive feedback and engage in both the 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 significance of the task that they are undertaking Ensure they 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 |