

Role Description

Rostering Officer



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Engineering & Maintenance / Asset Management / Asset Scheduling & Delivery
Location	Burwood
Role Grade or Band	RC04
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	51017361
ANZSCO Code	599411
PCAT Code	1227192
Job Code	8100229
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	22 October 2019
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

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.

Primary purpose of the role

The Rostering Officer is responsible for creating and maintaining the master roster that compliments the business needs and involves rostering staff to deliver work on time and within budget following reform rostering principals.

Key accountabilities

- Work within the rostering guidelines driving continuous improvement.
- Ensure that staff rosters optimise staff deployment according to workload whilst adhering to developed guidelines.
- Ensure that rosters are compliant to Enterprise Agreement and aligning to workload requirements in accordance with Industrial legislation, operating agreements and award provisions.
- Ensure staff rosters are loaded into all required systems, in the nominated payroll timeframes.
- Assist identifying reasons where rosters do not reach the desired standard, advising local management of issues and recommendations for improvement.
- Analyse, prioritise and allocate work on a daily basis.
- 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 challenges

- Identifying ways to continuously improve rostering principles, practices and processes, in line with relevant legislation, Enterprise Agreements/Awards, and NSW Public Sector and Sydney Trains frameworks, policies and guidelines.
- Keeping abreast of internal and external factors that can influence rostering and the deployment of staff within the depot, in order to respond proactively.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• to obtain information about AMD and provide feedback on analysis• to explain the impacts of proposed roster changes, negotiate changes and gain agreement; to provide training and coaching on rostering and associated systems
Work Team	<ul style="list-style-type: none">• Exchange information; provide assistance and support• Work in a collegiate manner and resolve issues
Stakeholders	<ul style="list-style-type: none">• to seek information or advice• for cross organisational strategic discussions and agreement and implementation of system enhancements and upgrades• to resolve technical system issues with the rostering system
External	
Stakeholders	<ul style="list-style-type: none">• to obtain updated information on relevant regulations• to seek information or advice

Role dimensions

Decision making

As per delegation for the role

Reporting line

Possession Improvement Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Tertiary qualifications in business or related field or with relevant experience





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies