

POSITION DETAILS

POSITION TITLE	Trainee Signaller
DIRECTORATE	Operations
DIVISION	Network Operations
REPORTS TO	Assistant Area Signal Box Manager
POSITION NUMBER	Various
CLASSIFICATION	TRSIG0
HEALTH ASSESSMENT CATEGORY	Category 2
APPROVED BY	General Manager, Network Operations
DATE APPROVED	01/05/2016

PRIMARY PURPOSE

Signallers are responsible for the control and supervision of train, locomotive and traffic movements in accordance with safeworking regulations, the operation of signalling equipment and coordinating train movements within their area of control. This requires substantial judgement where decisions have to be made immediately. These decisions affect the safe and on-time movement of all train services. Importantly, Signallers are required to make decisions in accordance with safeworking practices whilst endeavouring to meet business objectives. Decisions regarding prioritising and allocating access for track maintenance are within the responsibility of the Signaller in consultation with the Train Controller.

As an entry level position, the primary purpose of the Trainee Signaller position is to commence signaller training and work towards the attainment of competencies and gaining experience within Signal Box Operations.

After completing training and attaining relevant competencies, the Trainee Signaller will be considered capable of working in a Signaller Grade 1 position.

ORGANISATIONAL ENVIRONMENT

Sydney Trains has c10000 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.

Joining Sydney Trains presents 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. Become familiar with safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.
2. Provide clear and effective communication.
3. Able to follow directions and comply with Network Rules and Regulations.
4. Able to be part of a team and build a network of contacts.
5. Complete signalling training and attain all relevant competencies to become a qualified signaller.
6. Support the objective of safe work practices by:
 - Striving to understand and demonstrating safe work practices.
 - Accepting personal accountability for working in a manner that ensures safety to themselves and other employees.
 - Reporting all incidents, identified hazards and potentially hazardous situations to the Signaller in Charge or the Supervisor/Manager.
 - Actively participating in safety improvement activities.

KEY RELATIONSHIPS

Trainee Signallers have a number of internal contacts that are necessary to ensure the safe and efficient operation of the rail network and to report incidents and issues as they arise. These contacts are at all levels within their respective organisations and Trainee Signallers require advanced communication skills to effectively deal with any situation.

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

- Assistant Area Signal Box Manager - emerging and critical information impacting signal Box Operations and specific locations and day to day operations
- Signal Box Operations Shift Supervisors (Signalling Complexes)/Signaller in Charge – emerging and critical information impacting specific locations and day to day operations
- Operations Directorate employees – information and actions that could potentially impact the network and how it impacts the customer
- Customer Service Directorate employees - information and actions that could potentially impact the network and how it impacts the customer

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- NIL

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:

- Adherence to Procedures
 - Recognises that the situation requires standard application of rules and procedures
 - Correctly applies the rules and procedures
 - Complies with technical and regulatory requirements
- Adherence to Protocols
 - Adheres to standard communication phraseology

Collaborative decision making requirements of the position include:

- Clear and Concise
 - Gives clear instructions
 - Gives concise feedback
 - Clearly explains complex issues and situations
- Assertive
 - Assertively states point of view
 - Stands ground upon basis of sound assessment
 - Use appropriate tone of voice for situation
 - Prepared to express own opinions, especially relating to safety concerns, after listening to other points of view

CHALLENGES

- The main challenge of this position is to gain an effective understanding of signalling requirements and activities to facilitate safe, efficient and on-time services moving over a small area of control.
- To gain an understanding of how incidents impact the network, how they are managed, how the cause of the incident is identified, what the impact is upon the customer, how the infrastructure is impacted, and, how important it is to maintain safeworking while minimising disruptions to train services.
- Developing an awareness and knowledge of the network and the incidents that occur (including emergency situations), how to respond to emergency situations using protocols and processes, while providing clear and effective communication.

POSITION IMPACT

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

SELECTION CRITERIA

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

- Advanced communications skills with the proven ability to convey information clearly, accurately and concisely and to follow strict communications protocols
- Ability to deal with emergency situations
- Ability to provide excellent customer service
- Analytical, problem solving skills in a complex and dynamic environment
- Skills at building relationships with team members and staff from other operational areas
- A high level of computer literacy

PERFORMANCE STANDARDS

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

BEHAVIOURS

Critical behaviours	Behaviour Statement
SAFETY	<ul style="list-style-type: none"> • Promoting the core belief the Safety is our greatest priority and that all injuries are preventable. • Recognise good and poor practices. • Begin discussions on safety, 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"> • Taking pride in your role, your presentation and recognising your value within the organisation. • Ask for feedback about yourself 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 past.
ACCOUNTABILITY	<ul style="list-style-type: none"> • Owning your actions and being bold and pragmatic in your decision-making, while expecting the same of your team. • Consider the bigger picture. Align your decision-making with the overall organisational objectives, which you

	<p>regularly communicate to your team.</p> <ul style="list-style-type: none"> • 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"> • Promoting open communication, work effectively across lines, accommodating different perspectives and sharing ideas. • 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"> • Striving for excellence, continuously acting to exceed yours, the business's and the customer's expectations and acting with a focus on the optimum end result. • 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 the initiative to reach out to your customers, anticipate their needs and offer to help.