

Role Description

Operations Scheduler

Cluster	Transport and Infrastructure
Agency	NSW TrainLink
Division/Branch/Unit	Network Services / Workforce Planning & Management
Location	Sydney, CBD
Classification/Grade/Band	RC4
Role Number	#
ANZSCO Code	#
PCAT Code	#
Date of Approval	July 2018
Agency Website	https://www.transport.nsw.gov.au/nswtrains

Agency overview

NSW TrainLink is a multi-modal passenger transport service provider, providing rail and coach services across NSW and connecting NSW to Victoria, Queensland and the Australian Capital Territory. As an agency of the Transport Cluster, NSW TrainLink provides rail and coach services to deliver integrated and flexible transport solutions and improved transport outcomes for the community and to stimulate the economy of regional NSW. Our aim is to help make regional NSW a great place to live, work and visit.

Each year NSW TrainLink customers take over 42 million journeys across our train and coach networks, travelling on 713 regional train and coach services, and 3050 intercity services a week.

For more information visit – [transport.nsw.gov.au/nswtrains](https://www.transport.nsw.gov.au/nswtrains)

Primary purpose of the role

The Operations Scheduler produces optimised schedules and forecasts to high standards of cost and quality, whilst remaining within constraints applied by NSW Trains Management Procedures and Policies, Industrial legislation, award provisions and operating agreements. The position enables efficient and effective utilisation of NSW Trains resources.

Key accountabilities

- Ensure that optimised schedules and forecasts comply with industrial legislation, operating agreements and award provisions.
- Create schedules from timetables, events and projects.
- Create, monitor and modify current schedules to maintain the integrity of benefits available to NSW Trains.
- Investigate and modify schedules as appropriate following customer complaints.

- Construct schedules to facilitate train movements for times of alteration to existing infrastructure.
- Liaise with train crews, staff and union delegates to answer queries concerning schedules.
- Construct schedules to maintain train crew qualifications relating to rail corridors, rollingstock and route knowledge requirements.
- Conduct proof reading of proposed amendments to schedules.
- Maintain a record of documents received pertaining to the construction of schedules.
- Assist the Forward Planner and the Forecasting & Scheduling Manager with the timely delivery of schedules and forecasts to customers.
- Identify risks when schedules or forecast differ or cannot be resourced or completed within the desired standard and report to the Forward Planner with recommended improvements.
- Participate in negotiations with service unions to ensure adequate resolution of grievances, claims or disputes.
- Continual validate and optimize schedules and forecasts to ensure all specified train services have adequate staff levels. Analyse and prioritise work.
- Ensure forecasts and schedules are created by removing inefficient and waste support business requirements and employee welfare.
- Represent and attend when required, with the Forecasting & Scheduling Manager meetings and functions held by or with customers and/or with Business Groups of the organisation in relation to the demand requirements for the organisation.
- Participate in personnel training and development and appraisal programs and take positive action to overcome problems and deficiencies.
- 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 their Supervisor/Manager.
- Actively participating in safety improvement activities.

Key challenges

- Schedules must be completed within agreed timeframes to a high standard of quality.
- Schedules determine a train crew depot's maintenance of qualifications in safe working, road knowledge and rolling stock.
- Industrial agreements severely restrict the utilisation of staff
- The demarcation that exists between Intercity and Suburban train crews.
- Construct optimised schedules to a high standard to achieve the requirements of track maintenance and other customer service needs whilst ensuring compliance with cost, time spans and quality requirements.
- The roll out of the advances to relevant systems is a constant challenge to improve efficiency, timeliness in schedules and the reduction of errors

Key relationships

Who	Why
Internal	
Direct Manager; Business leaders	<ul style="list-style-type: none"> • Provide expert advice and contribute to decision making; identify

Who	Why
	<p>emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards business objectives and discuss future directions</p> <ul style="list-style-type: none"> • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Executive	<ul style="list-style-type: none"> • Collaborate and provide advice to contribute to strategic decision-making
HR Business Partners, IR, Union delegates	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities
External	
Sydney Trains; Transport for NSW	<ul style="list-style-type: none"> • Liaise with, and coordinate information between stakeholders; consult and collaborate with, to define mutual interests and determine strategies to achieve their realisation
Vendors / Service Providers	<ul style="list-style-type: none"> • Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements. • Provide and gather information and resolve routine issues.
Industry professionals/Consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice in Human Resource Management.
Direct Manager; Business leaders	<ul style="list-style-type: none"> • Provide expert advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards business objectives and discuss future directions • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.

Role dimensions

Decision making

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

- Amended schedules and rosters.

Reporting line

The Operations Scheduler reports directly to the Forecasting and Scheduling Manager.

Essential requirements





- Experience in assessing and analysing operational programs with an ability to construct schedules and rosters.
- Proven ability to plan, prioritise and coordinate work activities in an operational time critical environment.
- Ability to produce practical solutions to a range of complex situations involving train working.
- Thorough knowledge of train crew qualifications relating to rolling stock, rail corridors and local operating agreements.
- Understanding of the demarcation existing between intercity and suburban drivers and guards.

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	Foundational
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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 Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
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	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • 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 Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules