

## POSITION DETAILS

|                                   |                                     |
|-----------------------------------|-------------------------------------|
| <b>POSITION TITLE</b>             | <b>RAIL MAINTAINER 2 (LEVEL 2)</b>  |
| <b>DIRECTORATE</b>                | MAINTENANCE                         |
| <b>DIVISION</b>                   | FLEET MAINTENANCE DIRECTORATE       |
| <b>REPORTS TO</b>                 | Various                             |
| <b>POSITION NUMBER</b>            | VARIOUS                             |
| <b>CLASSIFICATION</b>             | RM2                                 |
| <b>HEALTH ASSESSMENT CATEGORY</b> | CATEGORY 2 – Safety Critical Worker |

## PRIMARY PURPOSE

The primary purpose of the Rail maintainer 2 (Level 2) is to:

- Inspect, service, overhaul and repair systems, equipment and components on passenger trains to contribute to the reliability and availability levels for Sydney Trains passenger fleet.

## ORGANISATIONAL ENVIRONMENT

The 'Fixing the Trains' program is a once in a generation reform. Key to this is the creation of two new organisations. Sydney Trains and NSW Trains are world-class organisations with one shared goal – to give customers the service they deserve, every day, without fail. Sydney Trains and NSW Trains represent real and exciting change.

The transformation will position the new organisations to become more customer-focused, sustainable, efficient and cost effective.

Sydney Trains and NSW Trains will reflect 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.

There is a clear mandate for a renewed focus and continual and measurable improvements in customer service, presentation standards, on time running, safety and maintenance.

Joining the new Sydney Trains and NSW Trains teams presents an exciting opportunity to shape the future and make a genuine difference for the people of NSW by providing the rail system they deserve.

## KEY ACCOUNTABILITIES

1. The Rail Maintainer 2 level 2 will work across and down to the level of training and skills defined and be able to work in teams consisting of lower classifications and impart knowledge of their trade to staff in order to complete tasks.
2. The work of the Rail maintainer 2 level 2 focuses on attending to defective passenger cars at the service centre, analysing problems and taking actions to allow trains to remain in or return to service. This includes Customer Service Tasks to facilitate efficient working and minimise disruption to services.
3. The incumbent works across the scope of trade skills, qualifications, training and acquired knowledge and experience. This includes the full range of tasks required to complete entire job functions and incidental to core tasks across trade and non-trade streams.
4. Work is undertaken individually or as part of a team, demonstrating capacity for the self directed application of highly developed knowledge and skill undertaking complex tasks with minimum supervision within the incumbents core trade.
5. The Rail Maintainer 2 level 2 is responsible for the quality and certification of all work allocated and the completion of quality systems documentation and/or electronic data collection.
6. In guiding other team members, the incumbent is expected to assist with their on-the-job training
7. All work is carried out with due regard for personal safety and the safety of others. The immediate work

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| <p>area is maintained in a clean, tidy and safe condition.</p> <ol style="list-style-type: none"> <li>8. Carry out inspections, service, maintenance, overhaul, problem analysis, fault finding, repairs, modification and upgrades to components changes and functional testing to equipment and components on passenger trains.</li> <li>9. Exercise appropriate skill flexibilities to the full extent of trade skills, qualifications, training and acquired knowledge and experience performing the full range of tasks required to complete entire job functions.</li> <li>10. Work and share knowledge with contractors to achieve efficient inspection, servicing, overhaul, modifications/upgrades and repair of passenger trains to contribute to the reliability and availability levels for Sydney Trains passenger fleet.</li> <li>11. Service, maintain, overhaul and repair depot plant and equipment as required.</li> <li>12. Undertake out of course (running and lift-shop/ jack road work).</li> <li>13. Maintain good housekeeping and report all hazards or potential hazards to Line Manager.</li> <li>14. Operate forklift, road motor vehicle and pendant control cranes and lifting appliances incidentally to main tasks as required and considered on individual case or local requirement.</li> <li>15. Carry out customer service activities such as painting, graffiti removal, fitting of decals, replacement of seats and windows.</li> <li>16. Undertake quality assurance of all work performed and complete quality assurance documents.</li> <li>17. Follow defined occupational health and safety policies and procedures related to the work being undertaken in order to ensure own safety and the safety of others in the workplace.</li> <li>18. Support, mentor and coach other team members as required or as directed by management while maintaining efficient turnaround time.</li> <li>19. Consistently deliver efficiency and set a platform for increased commerciality</li> </ol> |
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## KEY RELATIONSHIPS

### INTERNAL – across/within Sydney Trains

#### **MAIN CONTACT and PURPOSE**

The Rail Maintainer 2 level 2 reports directly to the Team Leaders and Line managers. No positions report to the incumbent. However, work is often undertaken as part of a team consisting of Rail Maintainers and Rail Technician staff. Where the incumbent is responsible for the work and its certification, those assisting will work under the guidance of the incumbent.

### EXTERNAL – outside of Sydney Trains

#### **MAIN CONTACT and PURPOSE**

- NSW Trains Crewing and other directorates
- Signal Boxes / Stations, Rail Infrastructure Maintainers (RIMs) such as ARTC, and other stakeholders—working as part of a team to investigate, diagnose and repair problems/faults to rolling stock whilst within and outside of the Maintenance Centre environment.

## DECISION MAKING

N/A

## CHALLENGES

N/A

## POSITION IMPACT

|                        |     |
|------------------------|-----|
| DIRECT REPORTS:        | NIL |
| BUDGET (CapEx/Salary): | NIL |

## SELECTION CRITERIA

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

- Trade qualification in a trade (Electrical or Mechanical).
- Appropriate Electrical/Mechanical heavy engineering experience
- Demonstrated ability to conduct inspections, services, maintenance, modifications, upgrades, component changes and repairs to systems and equipment
- Competent to carry out all required tasks within the full scope of core trade skills and ability to cross into alternate trades
- Ability to interpret maintenance instructions and technical drawings and fault find
- Demonstrated analytical, problem solving skills in mechanical or electrical systems and competent in the use of computer information systems
- Ability to operate within a teamwork situation and ability to interact with other trades/disciplines within the overall context of a maintenance environment.

## PERFORMANCE STANDARDS

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

## BEHAVIOURS

| Critical behaviours   | Behaviour Statement  |
|-----------------------|--|
| <b>PRIDE</b>          | <ul style="list-style-type: none"> <li>• Taking pride in your role, your presentation and recognising your value within the organisation. Take care of your kit and your workplace. Wear your uniform with pride. Be ready to lend a hand to customers and team mates. Share with others about what makes you proud to work here.</li> </ul>   |
| <b>ACCOUNTABILITY</b> | <ul style="list-style-type: none"> <li>• Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team. Be on time. Follow through on the promises you make. Meet deadlines through careful planning and accessing the information you require to make a timely and informed decision.</li> </ul> |
| <b>COLLABORATION</b>  | <ul style="list-style-type: none"> <li>• Promoting open communication, working effectively across lines, accommodating different perspectives and</li> </ul>   |

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|                   | sharing ideas. Talk in a respectful and open way to customers and your team mates. Provide and accept honest and constructive feedback from others. Act with self-awareness of your impact on others.  |
| <b>EXCELLENCE</b> | <ul style="list-style-type: none"> <li>Striving for excellence; continuously acting to exceed yours, the business' and the customer's expectations and acting with a focus on the optimum end result. Arrive prepared, informed and enthusiastic to deliver excellent customer service and results. Warmly greet and reach out to your colleagues and customers by anticipating their needs. Work hard to always do more than what others expect.</li> </ul> |
| <b>SAFETY</b>     | <ul style="list-style-type: none"> <li>Promoting the core belief that Safety is our greatest priority and that all injuries are preventable. Look out for your mates and immediately raise awareness to any safety risks or hazards. Accept personal responsibility for your own safety and that of your team and customers. Follow safety rules.</li> </ul>   |