

POSITION DESCRIPTION

In mid-2014, an exciting Light Rail system in the Gold Coast came alive, linking people and communities along the coast. The G:link is operated and maintained by Keolis Downer Gold Coast (KDGC) – a joint venture between international tram and bus operator, **Keolis**, and Australia's leading provider and maintainer of passenger and freight rolling stock, **Downer**, as part of the GoldLinQ Consortium. As a world-class, reliable and integrated transport network, G:link is central to the Gold Coast City Council's 'Bold Future' vision to be a leader in sustainable living.

Operations Director

Position Purpose:

As pivotal member of the Senior Leadership Team (SLT), lead the Operations department to deliver a safe, reliable, punctual and economical service through the effective deployment of people and resources.

Reporting to:

Managing Director

Direct Reports:

- Operations Manager
- Operational Control Center Manager
- Performance Manager

Position Responsibilities:

- Lead the light rail vehicle driver (LRVO), operational control centre (OCC) and performance management teams to deliver services in accordance with the O&M Contract
- Develop, implement and deliver on the Operations Strategy, Action plan, Budgets, KPIs and striving for continuous operational improvements
- Ensure Operations team compliance with all safety, operations and other company and management procedures;
- Support Keolis Downer Gold Coast by ensuring team members understand their role in 24/7 support to the Customer Service, Technical and other departments
- Represent KD as Tier 3 contract representative and in other forums such as the Transport Management Liaison Group.
- Develop and maintain an in-depth knowledge of contractual requirements, ensuring commercial issues arising are reported to MD and managed to sustain beneficial client relationships;
- Prepare contractual letters, write business and board reports when required
- Develop timetables and plans to achieve contract service levels as required including for Special Events
- Oversee operational investigations and implement corrective actions arising from these
- Support MD and SLT to develop and sustain a culture of Exceptional Leadership at KDGC and act in the role of MD when required
- Building strong customer relationships with Stakeholders, internal and external
- Manage, mentor and develop operational team members and ensure they manage and develop their teams;

Competencies Required:

- Work as a Rail Safety Worker Category 1 (safety critical worker);
- Experience of 10 years or more of an operational team with significant safety and financial responsibility in a transport environment;
- Proven experience in writing business and board reports
- Proven and successful experience in leadership and resource management;
- Industry applicable technology, planning and analysis skills
- Experienced and competent decision-maker and team player;
- Essential Qualifications: Degree educated;
- Preferred: Engineering or Management-related Discipline;

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Profile Requirements:

- A highly strategic self-motivated team player, with excellent organisational skills;
- Capable of undertaking Acting MD role from time to time
- Available for regular On-call requirements.
- Able to demonstrate a proven ability of situational analysis and problem solving;
- Fluent in English with excellent written and verbal communication skills; and
- Legally entitled to live and work in Australia.

All KD workers have a responsibility to comply with and implement the KD Integrated Management System and to participate in processes, systems and procedures for Safety Environment and Quality that support KD business activities. Responsibilities are set out below:

- Comply with and implement the processes and systems that support positive safety culture and integrate positive safety culture into everyday work activities and behaviours;
- Contribute through the implementation of work activities and demonstrate behaviours in line with a positive safety culture to achieve KD's objectives and targets;
- Comply with and implement, participate in and support the KD's continuous improvement processes and systems;
- Participate in internal and external audits for continuous improvement of KD's systems and processes
- Comply with and implement KD's systems and processes;
- Attend education, awareness and training provided by KD, hold the competencies to perform the role;
- Report all incidents and accidents in accordance with KD's incident reporting process;
- Participate in KD's injury management process;
- Integrate SQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the SQE team to facilitate continuous improvement;
- Comply with and implement KD's Fit for Work programs and system and attend work – fit for work;
- Comply with and implement the SQE requirements for human factors identification and assessment; and
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting.

As part of the recruitment processes at Keolis Downer Gold Coast, job applicants may be required to provide a National Police Certificate and undertake a Rail Safety Worker specific medical examination. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, Keolis Downer Gold Coast considers this to be a reasonable requirement. Keolis Downer Gold Coast will assess a candidate's criminal record history and where appropriate Rail Safety Worker specific medical results against the inherent requirements of the relevant position before making a determination as to their suitability or otherwise for the role.

Keolis Downer Gold Coast are an Equal Opportunities Employer.

If you feel you have what we are looking for then please forward your resume and cover letter today to Tralee Cunningham, HR Director at tralee.cunningham@keolisdowner.com.au