

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 KDR Gold Coast Pty Ltd (KD) – 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.

OCC Controller

Position Purpose:

Working in the Operations Control Centre (OCC) to monitor the day to day operations of the system, managing on time performance of the LRV, monitoring the safety of the assets and the customers, managing disruption and works on or near the light rail and monitoring and reporting on the condition of system site to ensure KPI's are met.

Reporting to:

Operations Control Centre Manager

Position Responsibilities:

The (OCC) is the central point of contact and control for the live operations of the Gold Coast Light Rail. Working in this real-time environment requires quick thinking, the ability to work under extremely stressful situations while remaining calm and respectful at all times as all business areas will be working off the OCC guidance during severe incidents. As an OCC Controller, your responsibilities will include but are not limited to:

- Managing service performance within operational, emergency and incident response plans & procedures including managing bus replacement service, liaising with emergency services, reviewing incident reports and collection of evidence such as CCTV & data and chain of custody process;
- Logging defects and unplanned events, reporting to maintenance, technical and cleaning teams where required to ensure KPI requirements are met.
- Coordinating resources, which includes OCC staff, drivers and customer service staff, where required; including daily despatch of all LRV operators and assisting with covering duties due to illness, doctor's appointments, fatigue, Incidents etc.
- Direct and co-ordinate rail movements along the alignment via AVLS, troubleshooting of defective equipment & LRVs and liaising with LRV maintainer to ensure the target number of LRVs are available for service to minimise disruption.
- Monitor safety and security of the depot and alignment via CCTV and help points and permit access where approved. Assist the NLO/CSO with passenger information and other duties when required as well as covering NLO duties when unavailable or overnight
- Perform duty of LRVO when required on the network (and to maintain competency);
- Perform duty of Regulator or Line Officer as per the roster cycle;
- On-site incident response, attending to incident and coordinate incident recovery as Rail Commander;
- Manage and follow up on SAA & PTW including the shutdown of unauthorised works
- Completion of Daily station checks, including reporting, logging and filing;
- Remote management of GCLR system power supply via SCADA and performing de-energisations and isolations including emergency shutdowns during Incidents
- Take on the role of Incident manager after hours on the behalf of OCC Manager.
- Attending emergency medical visits with injured worker in the event of a workplace illness or injury. This will involve liaising with medical practitioner, return to work coordinator and stakeholders.
- Nominated First Aider for KDR outside of office hours and maintain competency

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- Making on the spot decisions during incident management while notifying the OCD and other stakeholders as per SQE-WIN-0004 Incident Reporting Process.
- Perform Drug and Alcohol testing for post incident investigation
- Perform Chief Fire warden duties after hours and when required, including managing Fire Alarms, Vesda system and liaising with fire service contractors
- Create, review and archive any operational notices where required and ensure compliance
- Assist with and as required reviewing and updating of operational procedures, policies, and work instructions.
- Liaising with other departments and contractors to ensure GCLR assets remain in good working order, safe and presentable.
- Assisting with the development of new OCC staff and LRV Operators through shadowing and mentoring.
- Outside office hours, assist with reception duties such as answering the phones & depot visitor access,
- Co-ordinating Animal management around the alignment- assist with removal/ collection of wildlife.
- Keeping staff up to date with relevant information via the whiteboard, handover and daily notifications
- Provide feedback on Employees and special Events.
- Downloading data and compiling daily reports, spreadsheets administration reports and logs
- Weather Monitoring and communication to all staff
- Monitoring of all Tetra and key registers
- Assisting with review of Special Event Timetables, Duty Cards, Run sheets and Toolbox talks
- Compiling the Daily Report.
- Management and removal of vehicles stuck on bridges/ viaducts
- Other duties as requested, working as part of a team in the OCC will include supporting fellow co-workers and departments where required

Competencies Required:

- Work as a Rail Safety Worker Category 1;
- Proven knowledge in Microsoft Word, Excel, and PowerPoint;
- Good communication skills;
- Essential: Two years' experience in the transport industry, either in a control centre environment or as a driver;
- Essential: Either hold or be willing to obtain a Certificate III in Light Rail Driving or equivalent; and
- Plus: Prior experience in managerial position.

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Profile Requirements:

- A highly self-motivated team player, with sound organisational skills;
- Fluent in English with excellent written and verbal communication skills;
- Customer-focused with the ability to inspire your team with commitment and enthusiasm;
- Able to maintain a friendly, calm and professional manner and strict confidentiality at all times and during highly stressful situations;
- Comfortable dealing with a wide range of people;
- Relied upon to work on own initiative;
- Robust and resilient in regards to disposition;
- Must be able to multi-task while remaining focused on operational performance and safety at all times;
- Able to display attention to detail and vigilance;
- Able to identify and rectify problems and issues in a timely manner; and
- Legally entitled to live and work in Australia.
- Able and willing to work a 24/7 roster

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 Fiona Gibbons, HR Advisor at fiona.gibbons@keolisdowner.com.au