

POSITION DESCRIPTION

Performance Manager

Position Description:

The Performance Manager is responsible for ensuring all company departments are aware of the companies' contract performance criteria and how each department contributes to those performance outcomes. The Performance Manager works with all department managers and the Senior Leadership team to identify performance risks and develop strategies to address and minimise performance risks.

Direct Report:

Head of Operations

Position Responsibilities:

- Report on performance outcomes and work with department managers to address potential and emerging performance risks;
- Continuous review and improvement in the delivery of KPI training and development with the support of the HR Training team;
- Review operational reports and performance data for consistency in reporting and operation;
- Creation and ongoing review of Operations Procedures;
- Perform investigations on operational and safety incidents;
- Implement corrective actions identified through incident investigations, audits and document reviews;
- Work with all other business departments to ensure efficient coordination of resources;
- Be prepared for, willing and able to Perform the role of Head of Operations as and when needed for both short- and long-term appointments as part of KDs succession planning strategies;
- Interface with the client through various mediums and forums in relation to the operating contract;
- Meet all training requirements and maintain competency in both LRV operations and all Control room positions;
- Develop and maintain sound knowledge of the Gold Coast light rails operating contract, and PSRs;
- Must be able and willing to work on a rotating on-call director roster;
- Other ad-hoc duties as required by the Head of Operations.

Competencies Required:

- Be classified as a Rail Safety Worker;
- Very strong IT skills, especially in the Microsoft suite, including PowerBI;
- Be adaptable and resourceful and demonstrate initiative;
- Strong influencing skills and a supportive style;
- Maintain a teamwork environment of mutual trust, respect and collaboration;
- Essential: Experienced in developing performance reports in a service environment;
- Essential: Prior experience in a managerial position;
- Preferred: Prior experience in railway operations or other public transport;

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Profile Requirements:

- Safety must be paramount in every aspect of this role;
- A highly self-motivated team player, with sound organisational skills;
- Fluent in English with excellent written and verbal communication skills;
- Proven success with managing multiple discipline stakeholders and maintaining good relationships;
- Confident and professional with chairing meetings with experience representing the company at external meetings (this may include with State Government, QPS, QAS, GoldlinQ, council bodies, etc.);
- Customer-focused mindset;
- Must have the ability to inspire your team and maintain a high staff moral in a challenging and high-pressure environment through commitment and enthusiasm;
- Able to maintain a friendly, calm and professional manner and strict confidentiality at all times;
- Robust and resilient in regard to disposition;
- Attention to detail and vigilance in maintaining standards is a must;
- Able to identify and rectify problems and issues in a timely manner; 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, Quality and Environment (SQE) 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 behaviors
- Contribute through the implementation of work activities and demonstrate behaviors 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 continual improvement processes and systems
- Participate in internal and external audits for continual 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 behaviors and activities, follow processes and systems and provide feedback to the SQE team to facilitate continual 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
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting