

POSITION DESCRIPTION

Regulator

Position Purpose

Reporting to the Operations Manager/Supervisor on shift, the Regulator is responsible for ensuring the Gold Coast Light Rail network is performing to world class standards of light rail operation, by maintaining and developing operational strategies and processes. Monitoring and actioning events in the day to day operations of the system and delivering a safe and efficient service to ensure minimal disruption to services and passengers. Ensure process and procedures are followed to minimise KPI impacts by actioning defects and service delays in a timely manner while maintaining safety as the top priority at all times.

Reporting to:

Operations Manager/Supervisor on shift

Position Responsibilities

As an Operations Control Centre (OCC) Regulator, your responsibilities will include but are not limited to:

- Collection of evidence such as CCTV and other Data and chain of custody process;
- Logging defects and unplanned events and reporting to maintenance, technical and cleaning teams where required to ensure KPI requirements are met;
- Assist/liaise with coordinating resources including, all departments and subcontractors, OCC staff, drivers and customer service staff and ensure all legislation, EBA and fatigue requirements are met where relevant;
- Monitor safety and security of the depot and alignment via CCTV and help points;
- Perform all duties in the OCC when required; Regulator, Line Officer, Network Liaison Officer, KD Commander;
- On-site incident response, attending to incident and coordinate incident recovery as KD Commander;
- Remote Management of basic SCADA Commands for energisation;
- Completion of Daily station checks, including reporting, logging and filing;
- Assist with and as required reviewing and updating of operational procedures, policies, and work instructions;
- 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 and depot visitor access;
- Assisting with review of Special Event Timetables, Duty Cards, Run sheets and Operational documents;
- Other duties as reasonably 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: Certificate III in Light Rail Driving or equivalent or be willing to obtain a Certificate III in Light Rail Driving or equivalent.

POSITION DESCRIPTION

Profile Requirements

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 incidents. As a Regulator, your profile requirements will include but are not limited to:

- 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 and situations;
- 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;
- Ability to act and behave with integrity and in accordance with KD's code of conduct and values at all times and in such manner so as not to bring the KD into disrepute or disrespect;
- Able to display attention to detail and vigilance;
- Able to identify and rectify problems and issues in a timely manner;
- Must be able and willing to work a 24/7 roster;
- Legally entitled to live and work in Australia.

All KD workers have a responsibility to comply with and implement the Integrated Management System and to participate in processes, systems and procedures for Health, Safety, Quality & Environment (HSQE) 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 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 HSQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the HSQE 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 HSQE 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.