

Trainee Train Service Delivery Manager Sydney Trains

Information pack



Contents





Thinking about becoming a Trainee?	4
The working environment	8
Our network	9
Your training program	10
About Sydney Trains	12
Our core values	13
About the Rail Operations branch	14
Employment matters, benefits and policy	16
The recruitment and selection process	17

How to use this information pack



Carefully read all the information in this pack.



Think about whether the role is right for you and your lifestyle.



You will be tested on how well you understand and retain the information in this pack throughout the application process, so study it carefully.

Thinking about becoming a Trainee?

We're so glad you're interested in the Trainee Train Service Delivery Manager program.

Our trainee program covers all the operational areas, skills and competencies you'll need to apply as a qualified Train Service Delivery Manager (TSDM).

TSDM's play a critical role in keeping our network running safely and efficiently every day and are responsible for real-time planning and contingency management in day-to-day train operations.

As a trainee, you'll join a friendly and passionate team and get plenty of guidance and support from experienced Train Service Delivery Managers and Network Incident Managers while you work through the program modules.

This is an opportunity to kick off a long-term career in Train Service Delivery Management with Sydney Trains.





All about the role

As a Trainee TSDM, you'll build up your skills and competencies that will prepare you for the role accountabilities of a TSDM.

TSDM key accountabilities include:

- Supporting the planning, coordination and monitoring of train movements in the designated control area to meet customer, business and operational objectives.
- Following the Sydney Trains Command and Control System resources, technologies, systems, processes and tools.
- Assessing impacted/available train paths to accommodate for engineering and infrastructure restrictions and requirements and out-of-course freight and passenger services.
- Working closely to support other various rail operators that use our network.
- Following Sydney Trains' safety management system responsibilities.

Like any job, there's a lot more to being a Trainee Train Service Delivery Manager than meets the eye.

We're a friendly and caring bunch and we have a lot of fun, however the role also has its unique challenges.

For example:



We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.



Our shifts include late nights, early mornings, working weekends and public holidays to ensure that the Sydney Trains network can continue running 24 hours a day, seven days a week.



We do our best to meet the expectations of the hundreds of passengers who travel every day by communicating clearly and always putting safety first.





The working environment



The Rail Operations Centre

The Rail Operations Centre (ROC) is the nerve centre of our network.

It operates 24 hours a day, seven days a week. The teams that work here manage all aspects of the network to provide efficient and reliable services to passengers.

Large visual display systems show all rail network activity in real-time, enabling teams to respond to incidents quickly and efficiently and keep passengers informed of disruptions and alternative plans as and when they occur.

Shift times

Our Trainee program reflects the work conditions and personal commitment you'll need to help Sydney Trains run its network 24 hours a day, seven days a week. Your training will be delivered in person at a dedicated training facility. Your training schedule will include some early mornings, evenings, and weekends. To successfully complete the program, you must participate in all training activities and take on extra home study to prepare for ongoing assessments.

Our network



Australia has the sixth-largest rail network in the world, totalling 44,262 km.

Our rail network system is one of the most complex, and poses a range of operational challenges. This is due to a variety of factors, including:

- Multiple rail lines dispersed across three main geographic areas
- Train timetables running across multiple lines with inconsistent patterns
- Tracks operating at or above reliable capacity for long periods
- A complex network layout including shared tracks that are difficult to access and maintain
- Multiple fleet types per sector with multiple depots
- High number of crew depot and relief locations across multiple rail lines.



Your training program

Your training will combine on-the-job and formal training with assessments to get you ready for the role.

Your training is designed to help you develop the specific skills and knowledge you'll need to carry out the role.

Program outline

- Transport Essentials general induction training requirements
- Pre-requisite courses Safely Access the Rail Corridor & Safety Critical Communication
- Command & Control training including studying the Rail Operations Centre (ROC) Operating Manual
- Network Control Safeworking training module
- Final Competence Assurance assessment for Network Controller.
- On-the-job learning supplemented by the TSDM Learner Guides.
- Network Controller board & written assessments.

How is training delivered?

Much of your training will take place at dedicated training facilities. You'll be instructed by current Train Service Delivery Managers and specialised learning and development professionals.

Your training will combine in-person classroom and practical learning, ongoing competency assessments and online components.

Working knowledge

In addition to your training, you'll also be required to maintain working knowledge across a variety of areas.

These include the relevant rules, standards, and procedures for all incident types. Some of these include network rules, network procedures, safety management systems, policies and Rail Safety National Law (NSW) and Sydney Trains Incident Command and Control system.



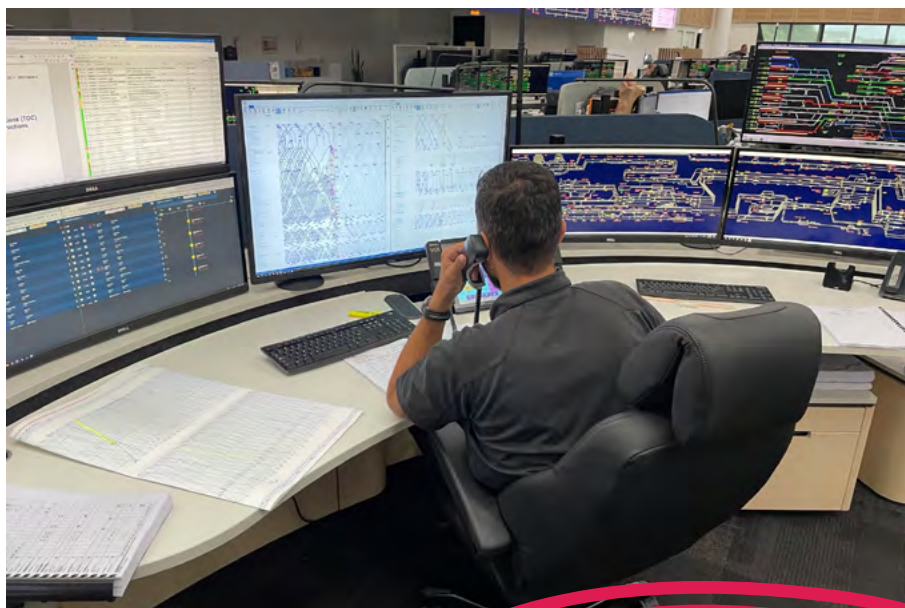


Training pathways

Once you've worked through all aspects of your initial traineeship, you'll be guided through the next steps to become a TSDM.

The first phase of the TSDM pathway may include:

1. Recruitment exam and interview
2. TSDM initial employment training (C106)
3. TSDM/Network Controller Competence Assurance
4. TSDM1 Guide on the job learning
5. TSDM1 written assessment
6. Board assessments
7. Qualified TSDM1 eligible for TSDM2 pathway.





About Sydney Trains

At Sydney Trains, our rail services keep Sydney moving by putting our customers at the centre of everything we do. We work with our local communities to deliver safe, timely and efficient rail services 24 hours a day, seven days a week.

Our trains and network are evolving to meet the needs of our customers now and well into the future. We're continuing to integrate technological innovations that help us deliver a smarter and more sustainable network.

Find out more about [Sydney Trains](#)



Our core values

Our core values and Customer Service Principles help shape our behaviours so that we can work together to deliver better outcomes for customers.



Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.



Pride

Taking pride in your role, your presentation and recognising your value within the organisation.



Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.



Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.



Excellence

Striving for excellence: continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.



Our Customer Service Principles

- First impressions count
- Friendly and ready to help
- Communicate clearly
- Find a solution
- Share your knowledge
- Work together



About the Rail Operations branch

Rail Operations delivers safe, reliable, customer-focused rail services across Australia's largest and most complex suburban network.

We're focused on delivering controlled, consistent and seamless operations and services.

Our teams are using data to improve our network's reliability and resilience. We're also modernising our signalling system and train control technology.

Our More Trains, More Services program is set to provide customers with more reliable, high-capacity, turn-up-and-go services over the next 10 years.



About the Operations Control team

Trainee Train Service Delivery Managers are part of the Operations Control team within the Rail Operations Branch. Our team aims to deliver safe, reliable and seamless passenger journeys.

The Operations Control function consists of three main areas: Service Delivery, Signalling Operations, and Incident Readiness and Response.

We provide:

- Signalling Operations is accountable for daily train operations, incident management, Rail Safety requirements, operational strategies and advice on infrastructure projects across the Sydney Trains and NSW TrainLink network. This includes the management of all signallers, area controllers and signal boxes across the network.
- Service Delivery is responsible for monitoring and delivering train services with a focus on safety, reliability and customer service. Our key operational roles are based at the Rail Operations Centre (ROC) on the Control Room Floor. We work across directorates to provide the best outcomes for our customers and are guided by 'one team, one approach'. TSDM's work within Service Delivery and are responsible for the day-to-day management of train service delivery and all train service events on the metropolitan rail network to ensure smooth running of services.
- Incident Readiness and Response enables incident management and response across all Sydney Trains customer and operational activities. Some of our services include emergency and crisis planning and management, incident preparedness and incident response teams.

Employment matters, benefits and policy

Benefits and entitlement

The Trainee Train Service Delivery Manager salary range is \$95,208 - \$109,799 (Sydney Trains grade RC4).

In addition, employees receive:

- Superannuation paid at the standard rate under Australian legislation
- Penalty rates (as applicable).

Employees may also receive the following depending on rosters and work types allocated:

- Shift allowances and overtime (as applicable)
- Annual leave loading.

Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks after 40 weeks of service
- Sick leave: 15 days per year
- Some other leave types include: Family, Community Service, Carer's and Bereavement Leave.

Travel benefits

All Sydney Trains employees receive an employee travel pass valid on the NSW public transport system including:

- Sydney Trains
- NSW Trains
- State Transit Buses
- Sydney Ferries
- Sydney Metro
- Light rail

Additional benefits

Learn more about some of the benefits you may be eligible for via the [Employee benefits guide \(PDF\)](#).

Uniform and grooming standards

Sydney Trains employees must present themselves in a professional manner, including wearing the designated uniform and required safety gear appropriate to operations.

Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the enterprise agreement, policies and procedures, and job requirements
- Act in the best interests of Sydney Trains and its customers.

Drug and alcohol policy

Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers through reducing the risks created by the use of drugs and alcohol. To achieve this vision, everyone in the workplace must:

- Participate in our random drug and alcohol testing program.
- Have test readings showing zero concentration of alcohol in the blood.
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs.
- Not have or sell alcohol or prohibited drugs in the workplace.
- Not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any Sydney Trains workplace.

The Sydney Trains Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.



The recruitment and selection process

Our recruitment process assesses each applicant's skills, capabilities, qualifications, experience and personal qualities in relation to the role.

Explore Transport's [application tips video series](#) for plenty of handy hints to help you navigate and ace each stage of our application and recruitment process.



Online application

Your online application will require you to submit an up-to-date copy of your resume and answer some pre-screening questions.

These questions will ask you to discuss and provide examples of any relevant/transferrable skills and experience and why you'd like to apply for the role. Be sure to thoroughly read the job ad and role description to check that you meet any essential criteria.

Assessments

You may be asked to participate in online cognitive and/or psychometric assessments to measure your performance and skills in relation to the role.

You may also be asked to take part in an assessment centre, which could include individual exercises, group activities and role-play scenarios related to the role.

Your talent specialist will provide more details regarding timing and deadlines where applicable.

Interview

You'll take part in either a face-to-face or virtual panel interview to assess you against the role's non-technical behaviours and capabilities.

Your interview will require you to respond to several behavioural questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

When responding to a behavioural question, you should identify and explain an example from your work history that relates to the question. The best way to do this is by using the STAR method.

STAR stands for:

Situation: open with a brief description of the situation and context of the story that summarises who, what, where, when, and how.

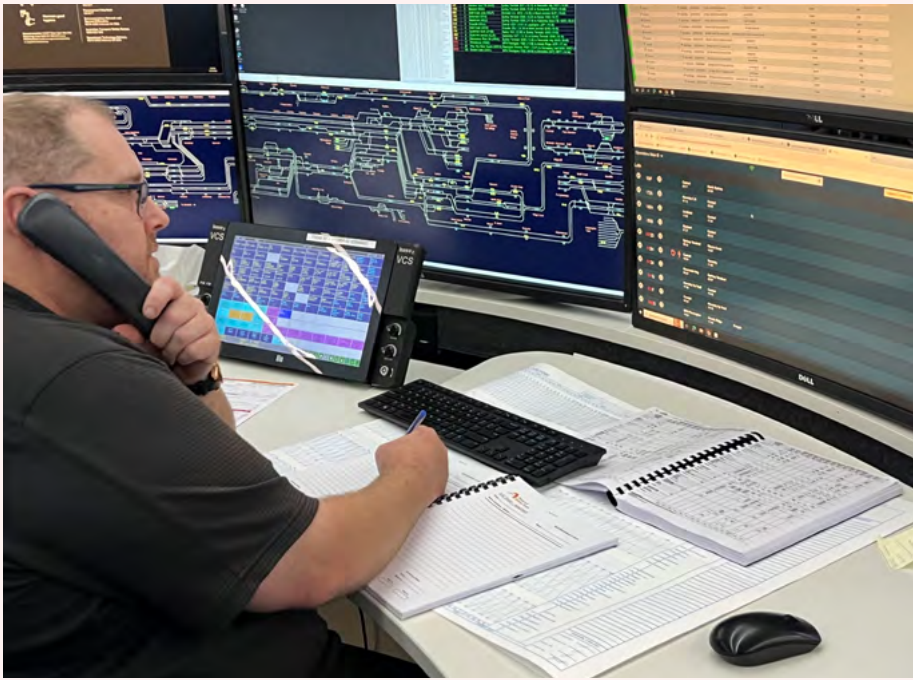
Task: explain the task you had to complete and highlight any specific challenges or constraints such as deadlines, costs or other issues.

Action: describe the specific actions that you took to complete the task. This is also an opportunity to highlight traits such as taking initiative, showing leadership, or working as part of a team without you needing to explicitly state them.

Result: summarise any positive outcomes of our actions and clarify what you learned from the experience.

An example of a behavioural question that might be asked at an interview is 'describe a difficult problem you had to sort out in your last job.' This behavioural interview question is designed to explore your ability to identify, analyse and solve problems.





Medical assessment

The position requires a Safety Critical Worker Category 2 medical assessment. The assessment covers physical and psychological health aspects to determine any conditions which may affect a candidate's ability to carry out rail safety work. Category 2 assessments include health questionnaires, pathology tests and a clinical examination.

Clinical examination

A clinical examination is a part of your overall medical assessment to ensure you're able to carry out all duties for Category 2 rail safety work.

NSW Government employment review

Service history checks are undertaken on all current and previous Sydney Trains (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees. A service history check is also undertaken on all current NSW Government agency employees. A satisfactory service check is required before an application will be progressed to the next stage.

Reference checks

In your application form, you will be asked to provide the contact details of two recent work related referees.

Referees should be a current or previous manager or supervisor who can comment on your work performance from the last five years. Personal character referees are not accepted. Referee details can be updated at the pre-employment check stage.

National Police Check

All external applicants must agree to a National Police Check, which is conducted through an authorised agency on Transport's behalf.

Applicants found to have a criminal record will have their individual circumstances taken into consideration. Depending on the offence and when it occurred, a criminal record does not automatically disqualify candidates from the recruitment process.

Health questionnaire

Your assessment covers:

- General work tasks including accidents or near misses.
- General health including medications and treatment.
- Epworth Sleepiness Scale, a screening tool for sleep disorders and excessive daytime sleepiness.
- AUDIT questionnaire, a screen for alcohol dependence.
- K10 questionnaire, a screen for anxiety and depression.



231 Elizabeth Street
Sydney NSW 2000

PO Box K659
Haymarket NSW 2008

T: (02) 8202 2200

W: www.jobs.transport.nsw.gov.au

