

Rail Maintainers Sydney Trains

Information pack



Contents





Becoming a Rail Maintainer with Sydney Trains	2
Rail Maintainer training	5
Employment matters, benefits and policy	6
About the team	8
Working with Sydney Trains	10
Why join Transport?	11
The recruitment process	12

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.

Becoming a Rail Maintainer with Sydney Trains

We're so glad you're interested in joining Sydney Trains as a Rail Maintainer.

Rail Maintainers help keep Sydney Trains' fleet running every day.

We're looking for people who are reliable, safety-focused and enjoy working as part of a team to join us.

If you enjoy being in a fast-paced maintenance environment, working with your hands, and are keen to learn on the job, then keep reading.





Some of your role responsibilities include:

- Carrying out inspections, servicing, maintenance, overhauls, problem analysis, fault finding, repairs, modifications and upgrades to components changes and functional testing to equipment and components to ensure trains can remain in or return to service
- Working with your team to carry out inspections, servicing, overhaul works, modifications/upgrades and repairs to passenger trains
- Maintaining depot plant and equipment
- Operating forklifts, road motor vehicles and pendant control cranes and lifting appliances as required
- Painting, graffiti removal, fitting decals, and replacing seats and windows on train carriages
- Completing quality assurance processes and maintaining quality assurance documentation
- Ensuring your work area is kept safe, clean and tidy and reporting any hazards or potential hazards to your Line Manager
- Following all occupational health and safety policies and procedures to ensure a safe workplace for everyone.

Like any job, there's a lot more to being a Rail Maintainer 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 travel all over the Sydney Trains network.



We undertake physical indoor and outdoor work involving heavy lifting, and working from heights and in confined spaces.



Safety is our number one priority. We take a proactive approach to risk minimisation on our work sites.





Rail Maintainer training

Our dedicated training team is here to help you develop all the skills and knowledge you'll need to do the job.

Your learning journey will include on-the-job and classroom training, as well as coaching and mentoring from our qualified trainers and teammates.



Employment matters, benefits and policy

Benefits and entitlements

The full-time commencing base salary for Rail Maintainers is \$1,422.60 per week.

- In addition, employees receive:
- Superannuation is paid at the standard rate under Australian legislation
 - Penalty rates (as applicable)
 - Annual leave loading
 - Shift allowances (as applicable)
 - Expenses
 - Overtime.

Travel benefits

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

- Sydney Trains
- NSW TrainLink
- State Transit Buses
- Sydney Ferries
- Sydney Metro.

Additional benefits

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

Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Extended (long service) leave: 2 months after 10 years of service, and 11 working days of extended leave for each additional completed year of service
- Parental leave: 14 weeks for primary carers and 2 weeks for secondary carers
- Sick leave: 15 days per year (cumulative).

Code of conduct

Sydney Trains employees must:

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

Uniform and grooming standards

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

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 is required to:

- 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 at work
- 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.



About the team



Fleet

Our Fleet Maintenance teams deliver safe, reliable and commercially competitive fleet maintenance services for Sydney Trains and NSW TrainLink.

We're made up of 1,100 people that work around the clock as part of a 24-hour operating schedule for cleaning and maintenance. Our work ensures our fleets meet world-class standards of cleanliness and reliability now and into the future.

Fleet is part of Sydney Trains' Engineering and Maintenance branch.

Sydney Trains' Engineering and Maintenance Branch manages a \$1.5 billion annual maintenance program for Sydney Trains and NSW Trains.

Engineering and Maintenance is made up of more than 5,000 people working across NSW to deliver a safe, reliable passenger fleet and metropolitan rail network to meet growing customer demand and keep Sydney and NSW moving.

Engineering and Maintenance is made up of six functions:

- Major Works
- Network Maintenance
- Fleet
- Commercial and Supply Chain
- Asset Management
- Engineering System Integrity

Whether its identifying infrastructure needs, or procuring goods and services, or the designing, building, operating, or maintaining transport infrastructure, each function plays an important role in every aspect of our network.



5,000+

People in Engineering and Maintenance



\$39 bn

Value of assets under Sydney Trains management



364

Sydney Trains and NSW TrainLink stations maintained



We operate and maintain

2,190 electric and diesel cars

1,610 kilometres of track

948 kilometres of electrified mainline track

1,548 kilometres of overhead wiring

572 lifts and escalators

1,970 turnouts

3,972 signals

82 tunnels

97 substations

1,197 bridges



Working with 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 via the [Sydney Trains website](#)

Why join Transport?

Health and wellbeing

We are committed to providing a healthy workplace for our people, both mentally and physically. This includes a range of initiatives to promote wellness across our organisation as part of our Mental Health and Wellbeing Strategy.

- Fitness Passport provides discounted access to more than 400 gyms, pools and recreational centres across NSW for employees and their families.
- Free support and counselling for employees and their families through Transport's Employee Assistance Program.
- Free annual influenza vaccinations.
- Regular health and wellbeing workshops.

A place to progress your career

We're passionate about supporting our people to pursue their career goals and deliver great work. We offer a range of learning and development opportunities designed to grow your skills, get experience in different areas and plan for the future.

It's your career. Own it.

Taking ownership of your career starts right here. Our career hub, *Drive your career*, is full of advice, tools and strategies. These resources will help you get a clear picture of where you're at, what to work on and how to plan for your future career.

Five Ways of Leading

Leadership isn't about a position, title or role — everyone is considered a leader at Transport. The [Five Ways of Leading](#) website covers the five key behaviours of strong leaders and promotes practical ways of applying these in our everyday interactions with each other. A range of podcasts, tool kits, videos, guides and activities are available to all Transport employees.

Online and classroom-based learning

Stay curious and keep learning, with access to a variety of online and classroom-based courses to build your skills in a range of areas. We also offer a huge range of internally-run courses and workshops, access to LinkedIn Learning, subsidised programs, conferences and seminars to further your development and professional networks.

Study assistance

Keep learning while you work. Study assistance is available for employees enrolled in part-time study. You may be eligible for financial contributions to help cover tuition and course-related expenses, as well as study leave for exams and study commitments.

The recruitment process

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

Application

Submit your resume and answer the pre-screening questions in the online application form. Make sure you fulfil all of the role's essential criteria before you apply, as this is a technical role that requires existing knowledge and experience.

Interview

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

At the interview you will be asked to respond to several 'behavioural based' questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

In your response 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 using the STAR method. STAR stands for:

Situation

Open with a brief description of the situation and context of the story (who, what, where, when, how).

Task

Explain the task you had to complete highlighting any specific challenges or constraint (e.g. deadlines, costs, other issues).

Action

Describe the specific actions that you took to complete the task. These should highlight desirable traits without needing to state them (such as initiative, leadership, or teamwork).

Result

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.

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

A National Police Check is conducted through an authorised agency on all external applicants.

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.

Job related testing

You may be required to complete a number of job related tests. The tests you will undertake have been selected to reflect the skills and abilities required to effectively and safely perform in the role.

Medical assessment

This position requires a Safety Critical Worker Category 2 medical assessment. The assessment covers physical and psychological health to determine if a candidate has any conditions which may potentially affect their ability to carry out the role's responsibilities.



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