

Train Cleaning Attendant Sydney Trains

Information pack



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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.

We look forward to reviewing your application and hope to welcome you aboard soon!

Thinking about becoming a Train Cleaning Attendant?

Being a Train Cleaning Attendant with Sydney Trains is a rewarding job.

You'll join a friendly and passionate team making a difference to millions of customers travelling across Sydney's rail network each year. Every day, we help passengers get to their destinations quickly and safely.

In joining our team, you'll play a vital role in ensuring our passengers have a great experience when using our services by maintaining clean and safe environments.

The right person for the role is someone who can put passenger needs first, with a keen attention to detail to ensure our trains and stations are immaculate.

Before joining the team, successful applicants will be asked to take part in full-time, paid training to learn about the role and organisation. Your training may include a series of workshops, assessments, and on-the-job training.

This information pack contains everything you need to know before applying for the role. Read through it and think carefully about whether the role is right for you. You will be tested on the information in this pack throughout the application process.





All about the role

As a Train Cleaning Attendant, you'll perform scheduled and ad hoc requests for cleaning tasks as part of a team or individually.

Like any job, being a Train Cleaning Attendant has some challenging aspects that requires certain personal attributes.

- This can be a physically demanding job, and will involve climbing onto trains, walking back and forth across the train, sometimes up to 7km in a shift, and carrying up to 7kg of equipment
- You must understand the importance of safety at work and comply with safety retirements
- You must be able to read labels and instructions
- You'll work with chemicals
- You're someone who takes immense pride in their work – leaving trains and passenger environments spotless
- You can work independently and as part of a team
- You'll work in all types of weather
- Your shifts will be scheduled at various times within a 24-hour, seven days a week roster.

Your day-to-day responsibilities

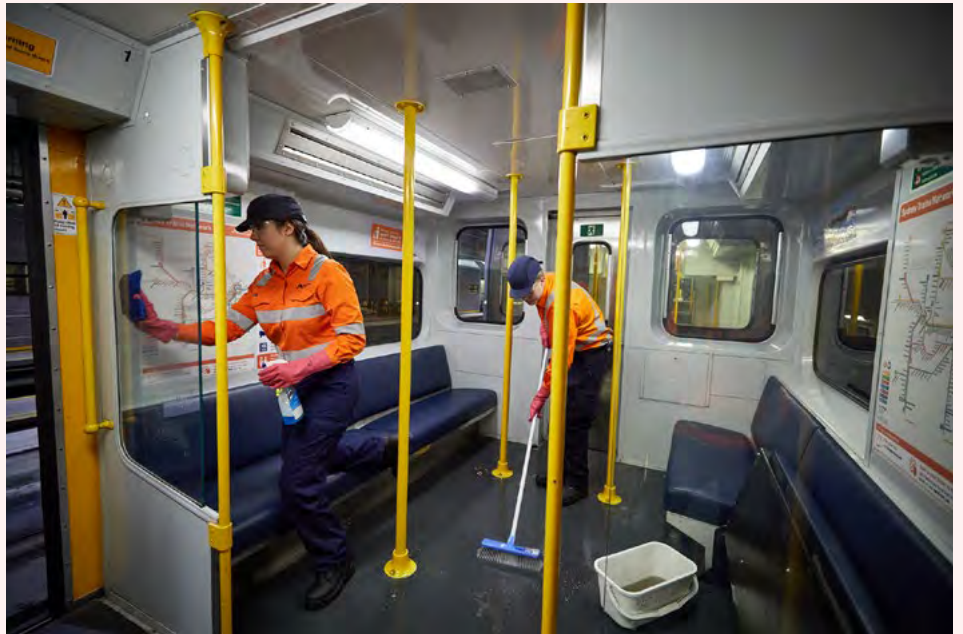
Cleaning

You'll provide an exceptional customer experience by up-keeping the presentation Sydney Trains' property, facilities and trains.

You will undertake scheduled and ad hoc requests for cleaning tasks in an efficient and effective manner both in team and individual environments.

Train Cleaning Attendant duties include:

- Removing graffiti from train interiors and exteriors
- Cleaning surfaces including windows, seats, ceilings, walls, doors and floors
- Cleaning toilets
- Removing litter
- Work Health and Safety cleans (vomit, blood, urine)
- Deep cleaning of trains.



Customer service

You may work in customer environments and may be approached by people seeking assistance from time-to-time. When this happens, you'll need to uphold the Customer Service Principles as you provide assistance.

Work hours and rosters

Full-time positions work 38 hours per week and part-time positions work 30 hours per week.

Train Cleaning Attendants must be available to work with a 24-hour rotating roster. The roster includes night and early morning shifts, weekends and public holidays from various network locations.

Work locations



Sydney Trains operates nearly 170 stations and 22 yards and maintenance centres across Sydney.

You may be rostered to various locations across the network during your employment.

Positions will be based at various locations across the Sydney Trains Network including Sydney CBD, Inner West, South, West, North and Illawarra regions.



Training program and induction



The training program will teach you all the skills you need to confidently perform your role.

The Train Cleaning Attendant training program provides you with the required skills and knowledge to:

- Operate the tools of the trade including cleaning equipment
- Communicate effectively using apps, mobile phones and radio
- Support the on-time running of trains so ensure customers get to where they are going efficiently.

The Train Cleaning Attendant program requires determination to successfully complete so you should be prepared to commit and give your best during this important introduction to your new role.



Program structure

Before you begin working as a Train Cleaning Attendant, you will complete several weeks of paid, full-time training to learn about the role and Sydney Trains via a series of workshops, competency assessments and on-the-job training.

Once you're prepared and confident to undertake your role, you'll be rostered to a stabling or maintenance yard or other location as a Train Cleaning Attendant.

Off-the-job training

You will learn in a workshop-style environment and at Sydney Trains' maintenance and stabling yards. This includes completing computer-based e-learning activities and participating in station visits to practice your new skills.

On-the-job training

You will gain hands on experience and use real equipment in real life scenarios and situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

By participating in the initial employment training program, you will learn the skills you need to confidently perform the role of a Train Cleaning Attendant.

70:20:10 learning

Your training will follow the 70-20-10 model which represents quantities of time spent on each learning activity.

70% is on the job learning through doing the role on the job.

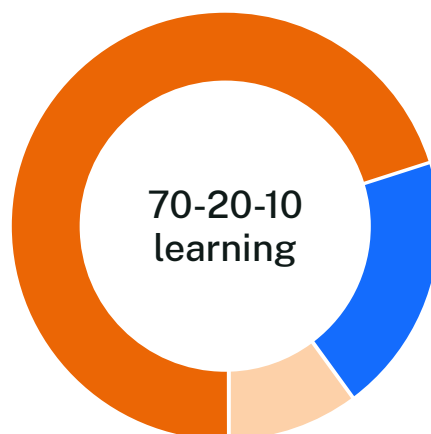
20% is from mentoring and relationships, such as learning from others.

10% of the learning takes place in a formal learning environment, in workshops and via eLearning.

70-20-10 represents relative quantities of time, not importance.

Assessments

You will be required to work through several assessments to successfully complete your training. These will be delivered in a variety of formats such as in a classroom and on-the-job training.





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.



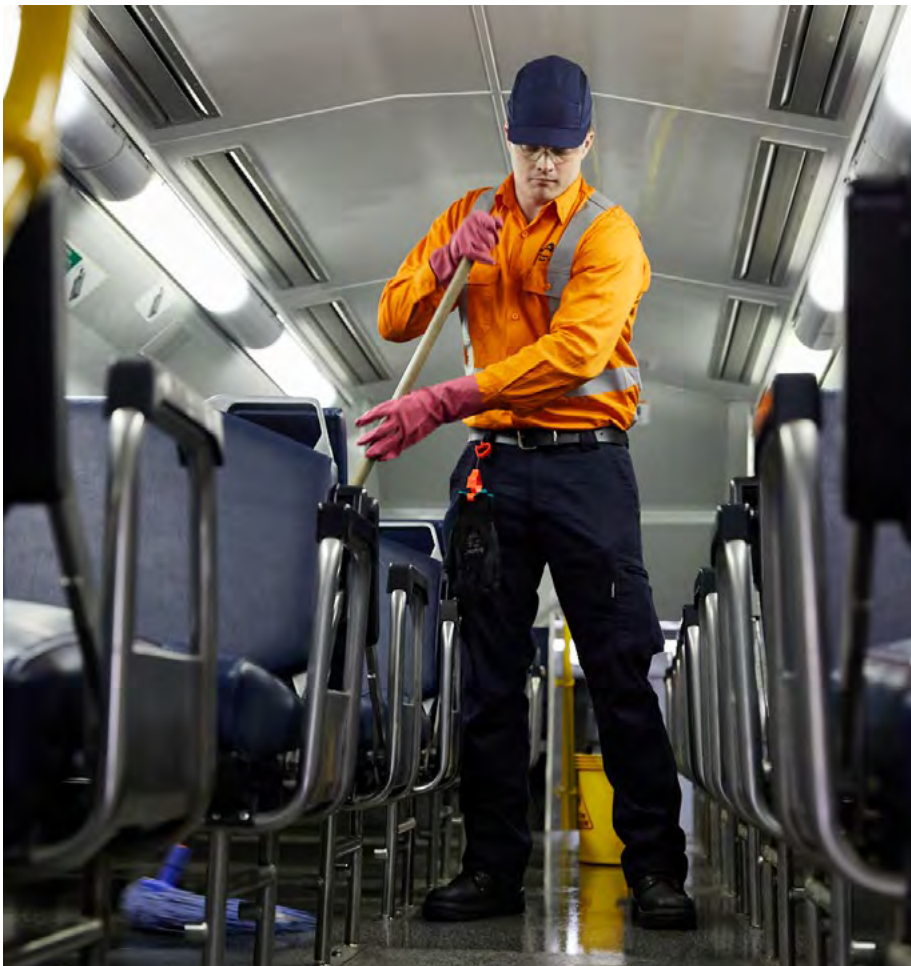
Collaboration

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 Fleet Maintenance team

Train Cleaning Attendants are part of Sydney Trains' Fleet Maintenance team.

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.





Preparing for the future

In the last five years, our patronage has increased by 30 per cent and is expected to keep growing at five per cent per year. We're preparing for more customers and more services in a number of ways, including:

- Upgrading our stations with modern infrastructure and digital customer information systems
- Setting up fast track teams at key locations to ensure our customers are able to get on and off our trains smoothly
- Increasing the size of our team
- Updating our technology and ways of working.

Our unique challenges

With continual improvements to the train network, come ever greater challenges that our team must adapt to and overcome. We need to operate more productively and efficiently and provide better value for money to customers. Our future challenges include:

- Integrating our network with Sydney Metro
- A potential doubling of customer journeys to two million each weekday by 2026
- Accommodating two million extra people in NSW by 2031
- Supporting a predicted 22 per cent increase in freight by 2031.



Employment matters, benefits and policy

Benefits and entitlement

Full-time Train Cleaning Attendants receive \$1,274.90 per week.

- Part-time roles are pro-rata
- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- 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 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 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, experience and personal qualities in relation to a particular position.

We use a variety of techniques to assess and validate key knowledge areas, critical skills and fit for the role.

These include:

- Pre-screen questions as part of your online application
- Video interview
- Assessment day and interview
- Medical and fitness assessment
- NSW Government Agency employment review
- National Police Check
- Reference checks

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.

Video interview

You may be required to complete a video interview within a particular timeframe provided by your talent team member. Your video interview will comprise a series of questions relating to the role. You'll need to record yourself talking through your answers using an internet-connected device that can record video and audio, like a laptop, phone or tablet. You'll have the flexibility to complete your video interview at any time within the video interview period and at any location, as well as practice and re-record responses.

Assessment day and interview

You will be required to attend an assessment day where you will complete a number of assessments. The assessments have been selected to reflect the skills and abilities required to effectively and safely perform in the role.

Applicants who meet the selection criteria and the standards will be invited to attend a panel-style interview on the same day. Your interview is to assess the non-technical behaviours and capabilities of the role.

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 Cleaning Attendant position requires a Category 3 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 3 assessments include health questionnaires and clinical examination including vision (defective safe A).

Health questionnaire

The questionnaire helps identify health conditions which affect the ability to perform Category 3 rail safety work.

Your medical 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.

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 3 rail safety work.

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.

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.

Appointment process

This recruitment campaign aims to fill a number of permanent full-time and part-time positions. Applicants who progress to the employment offer part of the recruitment process will be contacted by our Talent team with further information about commencement dates and more.

There is a 3-6 month probationary period from date of commencement; this may be extended under certain circumstances.

Candidates who are considered suitable but are unable to be matched with a role initially will be added to a Talent Pool for up to 18 months. A Talent Pool provides a merit list or e-list of suitable applicants for each location. If a vacancy arises which matches a Talent Pool candidate's preferences, our Talent team may get in touch to initiate an offer of employment.



Job related testing, more information

What is job related testing?

- Job-related testing is used by Transport for NSW to assist in determining a candidate's suitability for employment
- Testing ensures that our selection decisions are objective and fair and based on a candidate's ability to perform in the role effectively
- Testing makes up just one component of the selection process.

All testing sessions are administered under standardised testing procedures, this means the same conditions for everyone.

Job-related testing consent

When you lodge an application you give consent for TfNSW to:

- Undertake job-related testing with you
- Use the information gathered from testing to assist in determining your suitability for employment
- Use your results for research purposes - at which time any personal information such as your name and date of birth is removed
- Use the results to assist staff development, should you be appointed to the role
- Assist decision making of third parties in the event of a review (where applicable).

Validity of results

- The results for the Reading Comprehension you complete will remain valid for 12 months
- You will not be eligible to re-sit this test again within that time.

Any valid testing results you have will be taken into consideration if you apply for other TfNSW roles in the next 12-months which use the same tests. i.e. if the same tests are used in the recruiting process for roles within Sydney Trains and NSW Trains, then the results from today will transfer over and remain valid for a 12-month period.

Job-related testing confidentiality

- All of the information collected throughout the job-related testing is treated with strict confidentiality
- Only those responsible for processing your application (Recruitment & Assessment Services) and the Selection Panel will have access to your test results
- It is important that you do your best. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know and we may be able to reschedule you to another session.

231 Elizabeth Street
Sydney NSW 2000

PO Box K659
Haymarket NSW 2008

T: (02) 8202 2200

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

