



Government  
of South Australia

Department for Infrastructure  
and Transport

# Tram Operator (Trainee)

## Role statement

|                                 |                 |   |
|---------------------------------|-----------------|---|
| <b>Organisational alignment</b> | Division:       | Public Transport South Australia (PTSA) |
|                                 | Directorate:    | Rail Operations                         |
|                                 | Section:        | Tram Operations                         |
| <b>Reporting relationships</b>  | Reports to:     | Senior Tram Operator                    |
|                                 | Direct reports: | 0 FTEs                                  |

## Role overview

The Trainee Tram Operator is responsible for delivering day-to-day effective and efficient public transport services including the provision of tram driving; and assisting ticketing and fare management, while ensuring a professional, safe, timely, reliable, and friendly transport service to customers.

The role works under the general direction of Senior Tram Operators and liaises with a range of internal and external customers, including service providers, contractors, other workgroups, and members of the public.

The (role) is employed by the Rail Commissioner and is identified as a Rail Safety Worker role, classified as Safety Critical Worker Category 1. The (role) works within PTSA, a division in the Department for Infrastructure and Transport (Department).

PTSA is committed to providing well-connected and customer focused services for mass transit movements that can be delivered safely, efficiently, and sustainably.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

### Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



**Collaboration**

We work together as one team to serve our customers.



**Honesty**

We are honest, open and act with integrity.



**Excellence**

We commit to excellence in everything we do.



**Enjoyment**

We enjoy our work and recognise our success.



**Respect**

We respect, understand and value the people we serve.

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## Key outcomes required of the role

The Tram Operator is required to undertake a wide range of activities which may include all or any of the following:

- Operate tram vehicles and systems including radio network equipment to meet operational requirements in day-to-day public transport driving and monitoring the access and integrity of the network by communicating effectively with Operations Control.
- Apply Australian Road Rules and safe working and Tram Operating procedures ensuring a safe, comfortable, and smooth ride for passengers by consistent application of controls for acceleration and braking, obeying speed limits, speed restriction signs and warnings as appropriate, anticipating changes in traffic and conditions; and taking reasonable steps to ensure tram services run to prescribed timetable schedules.
- Implement and apply procedures and instructions for various operational based activities including the preparation and stabling of vehicles and tram cabin protocols using relevant experience, knowledge and judgement while maintaining standards of work quality and compliance with regulations, codes, and specifications.
- Provide a high-level rail safe working communications and reporting.
- Prepare and maintain reports, records and incident reports in a timely manner and advise staff on appropriate procedures and safe work practices affecting the methods of work ensuring employee and public safety at the worksite or location.
- Actively participate in the identification and implementation of strategies to control risks, including reporting notifiable occurrences and environmental incidents.
- Performing work either individually, or as part of a team and may, from time to time be required to perform other work appropriate to the classification.
- Undertake competency-based training programs to successful completion.
- Contributing to a high standard of customer service for internal and external clients and quality management and risk, including but not limited to:
  - Provide quality customer service to the travelling public, particularly special needs customers, by rendering assistance as required and resolving issues as they occur (i.e. service disruptions) in a timely manner.
  - Assisting customers, including those who use mobility devices, or any other customer who may require assistance with boarding and alighting.
  - Providing accurate, timely and up to date information and customers announcements to customers regarding tram service disruptions and safety related information using the public address system.
  - Attend incident/accident or emergency situations as required, which may infringe on customer service commitments and/or delivery, assisting customers and operations personnel.
  - Provide prompt assistance and information on fares, services, timetables, and operating requirements to the public.
  - Ensure customer complaints are resolved promptly and effectively, or alternatively referred to the appropriate personnel.
  - Ensure the provision of excellence in customer service and be supportive and proactive in the promotion of products and services.

- Contribute to a safe working environment by carrying out their duties in accordance with the Rail Commissioner's Safety Management System.
- Contribute to diverse, and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

## Special conditions attached to the role

- Safety Critical Worker Category 1 clearance and subject to pre-employment and periodic health assessments in accordance with the National Standard for Health Assessment of Rail Safety Workers.
- Maintaining fitness for duty as a Category 1 Rail Safety Worker.
- All Rail Safety Workers must carry out duties in accordance with the *Rail Safety National Law (SA) Act 2012*.
- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A valid Working with Children Check (WWCC) is required prior to employment and is required to be maintained throughout employment.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.
- Required to work shift work in accordance with 24/7-day roster including weekends and public holiday shifts.

## Educational qualifications / licenses

- A current unrestricted Driver's Licence.

## Technical capabilities

- Demonstrated experience dealing with customers and staff and ability to demonstrate conflict resolution techniques.
- Demonstrated experience working in a fast-paced, team-oriented environment that requires you to manage multiple tasks efficiently.
- Demonstrated experience in working in a safety critical role and in following strict procedures and instructions.
- Demonstrated knowledge of and experience related to overall safety, rail safety and other legislation and regulatory requirements.

## Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent.

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The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream.

### Stream 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

## Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrated well-developed communication skills, including the ability to liaise effectively at all levels in a professional and tactful manner, both in writing and verbally; listen to co-workers, service providers and customers.
- Proven ability to provide a responsive and helpful service to internal and external customers and the communities we serve.
- Demonstrated experience working under limited direction applying initiative and judgement while ensuring all work practices comply with relevant legislation, regulations, and standards.
- Demonstrated ability to exercise sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- Proven experience managing multiple projects and relationships with multiple internal and external stakeholders and able to adapt to unexpected or changing situations.
- Demonstrated ability to maintain concentration and vigilance for extended periods on tasks, with high attention to detail.
- Demonstrated ability to work collaboratively with team members to deliver work and contribute to the evaluation of service performance objectives.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

### Approved

Signature: Robert Stopp Digital approval ID 41473

Date: 3/10/2024

Rail Commissioner

|  |                    |                         |                  |
|--|--------------------|-------------------------|------------------|
| <b>People, Culture and Capability Use Only</b> | KNet ID: #21547569 | ANZSCO code: <Insert #> | Position number: |
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