



Government
of South Australia
Department for Infrastructure
and Transport

Suburban Train Driver

Role statement

Organisational alignment	Division:	Public Transport South Australia (PTSA)
	Directorate:	Rail Operations
	Section:	Train Operations
Reporting relationships	Reports to:	Driver Manager
	Direct reports:	0 FTEs

Role overview

The Suburban Train Driver (Driver) is responsible for delivering day-to-day effective and efficient public transport services including:

- The safe and efficient operation of railcars by performing train driving and associated duties in accordance with established rules and procedures.
- Providing excellence in customer service, ensuring customers receive a comfortable, reliable, safe, secure, timely and environmentally friendly means of transport, and
- Becoming proficient in the operation of all classes of railcars, across all metropolitan lines in accordance with operating rules and regulations, policies and procedures and instructions encompassing industry guidelines.

The Driver is employed by the Rail Commissioner and is identified as a Rail Safety Worker role, classified as Safety Critical Worker Category 1. The Driver 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.

Key outcomes required of the role

The Driver is required to undertake a wide range of activities including, but not limited to, the following:

- Contribute to operational activities and the provision of a safe working environment including operation of rail transport vehicles and systems to meet operational requirements in day-to-day public transport driving and associated functions; and monitoring the access and integrity of the network by communicating effectively with Operations Control as follows:

Applies to all classifications of Qualified / Mainline Driver:

- Undertaking the duties, roles and responsibilities of a Driver in accordance with the relevant enterprise agreement.
- Conducting procedures associated with the preparation and stabling of railcars.
- Undertaking safe operation (including driving) of railcars within the confines of depots, complying with all rules, regulations and operating procedures and instructions.
- Operating trains in a safe and efficient manner on running lines, in accordance with the requirements of the working timetable, safe working rules, regulations, operating procedures and instructions.
- Effectively communicating with Operations Control utilising radio network equipment and systems, to meet operational requirements.
- Identifying and rectifying faults when they occur (including railcar mechanical issues), applying analytical skills and fault-finding processes and procedures.
- Ensuring compliance with all legislation, regulation and quality standards is achieved.
- Communicating effectively with a range of operational and non-operational staff and reporting issues, faults, delays, damage to rolling stock/equipment and incidents in an accurate and timely manner, in accordance with relevant procedures.
- Undertaking competency-based training programs to successful completion.
- Preparing and maintaining records and incident reports in a timely manner and advising 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.
- Contributing to a high standard of customer service for internal and external clients and quality management and risk including but not limited to:
 - Providing quality customer service to the travelling public, particularly customers with special needs, by rendering assistance as required and resolving issues as they occur (i.e. service disruptions) in a timely manner
 - Providing accurate, timely and up to date network information to customers regarding train running, delay and safety related information using the public address system

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- Assisting customers, in particular, those who use mobility devices, or any other customer who may require assistance with boarding and alighting. (e.g. deployment of the ramp)
 - Attending incident/accident or emergency situations as required, which may infringe on customer service commitments and/or delivery, providing assistance to customers and operations personnel.
 - Providing prompt assistance and information on fares, services, timetables and operating requirements to the public
 - Ensuring customer complaints are resolved promptly and effectively, or alternatively referred to the appropriate personnel.
 - Ensuring the provision of excellence in customer service while being 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 a diverse and healthy work environment free from discrimination and harassment by working in accordance with the Department's 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.

Trainee / Intermediate

Trainees will undertake competency-based training programs to successfully progress through Trainee and Intermediate levels, encompassing (but not limited to):

- Performing duties associated with shunting movements including:
 - Coupling and uncoupling all classes of railcars.
 - Operation of manual track switches
 - Marshall railcar consists as required.
- Ensure railcars enter traffic in sound operational condition, by carrying out the preparation of all classes of railcars in accordance with operational procedures.
- Prepare and stable railcars as required and in accordance with procedures and training.
- Undertake the safe operation (including driving) of railcars.
- Contribute to a safe working environment by carrying out their duties in accordance with the Rail Commissioner's Safety Management System.

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.
- A valid Working with Children Check (WWCC) is required prior to employment, and is required to be maintained throughout employment.
- A National Police Check (NPC) is required prior to employment, which must be renewed in accordance with relevant Rail Commissioner requirements.

- All Rail Safety Workers must carry out their duties in accordance with the *Rail Safety National Law (South Australia) Act 2012* and as outlined within the Rail Commissioner's Safety Management System.
- Required to work shift work in accordance with a seven (7) day roster including morning, night, weekend and public holiday shifts.
- You will be required to undertake all training and assessment processes necessary to ensure current competencies, including re-training and assessment on return from extended absences.
- The incumbent must be an Australian citizen or permanent resident.

Educational qualifications / licenses

Mandatory Qualifications/ License

- Completed education to Year 11 standard or equivalent.
- Certificate IV in Train Driving or willingness to work towards same.
- Qualified in the designated modules or willingness to work toward qualification relating to safe train working practices.
- Current Driver's License is essential.

Desirable Qualifications

- Previous experience in rail operations environment.

The following are the technical capabilities required for the role:

- Must be fluent in written and spoken English.
- Demonstrates high level communication (both written and verbal) skills.

Technical capabilities

- Demonstrated knowledge of *Rail Safety National Law (SA) Act 2012*, *WH&S Act* Regulations and associated Government legislation, policies, practices and operations, and risk, quality and safety management principles and systems.
- Demonstrate or work toward the capacity to demonstrate the Adelaide Metropolitan Passenger Rail Network (AMPRN) competencies as outlined in the Rail Industry Worker Card competency matrix.
- Demonstrated concern for the quality of one's own work, other workers, and the rail network as a whole.
- All Rail Safety Workers must carry out their duties in accordance with the *Rail Safety National Law (SA) Act 2012* and as outlined within the Rail Commissioner's Safety Management System.
- 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 interpret and follow instructions.
- Ability to concentrate for extended durations without distraction.

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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. 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.

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 ability to act with integrity, accountability, and work collaboratively with others.
- Demonstrated experience in following guidelines and adherence to policies and procedures.
- Demonstrated experience of delivering professional community and customer-focused services, through written and verbal engagement.
- Experience in handling customer issues and using initiative to effectively handle difficult and adverse situations, including the ability to listen to the customer, empathise and provide appropriate solutions to achieve a satisfactory result.
- Demonstrated ability to provide a responsive and helpful service to internal and external customers and the communities we serve.
- Demonstrated ability to provide a safe operating environment by maintaining concentration and vigilance for extended periods on tasks, with high attention to detail.
- 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.
- Shows genuine care for the safety and wellbeing of self and others. Values diversity of thought.

Approved

Signature: Approved by Robert Stopp Executive Director PTSA
Digital Approval ID 39027

Date: 9 July 2024

**People, Culture and Capability
Use Only**

KNet ID: #21401149

ANZSCO code: <Insert #>

Position number: <Insert #>