

Position description

Position	Graduate Engineer
Group	Property
Reports to	Utilities and Services Manager
Location	1010 La Trobe Street Docklands Victoria
Date	May 2019

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by the Office of the Chief Executive and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting Relationships

This role reports to the Utilities and Services Manager and has no direct reports.

Budget

NA

Other

NA

Purpose of the position

The Utilities and Services unit reviews a diverse range of applications from third parties proposing to construct, upgrade, repair, replace, maintain, relocate or decommission assets owned by utilities, local government or private entities within VicTrack land. The position requires either a sound knowledge of or an ability to learn the legislative and regulatory requirements relevant to each industry sector.

Key accountabilities/functions

- Examine, evaluate and review third party applications from a broad industry sector including utilities, local government and private persons that propose to construct, upgrade, repair, replace, maintain, relocate or decommission third party assets within VicTrack land to ensure that the asset maintains its value in accordance to relevant standards
- Engage in stakeholder meetings of applicants, consultants, engineers, Public Transport Victoria, rail operators and other government agencies from receipt of a third party application through to access for construction to ensure that building work is carried out to an appropriate standard
- Monitor the progress of each application allocated for review through the establishment and maintenance of electronic recording of all communications including emails, design drawings, reports

and all other documentation in TRIM or other electronic medium as nominated by VicTrack to ensure that applications are handled in a timely manner

- Comply with agreed industry application review timeframes that consider regulatory and legislative requirements in accordance with Utilities and Services Four Phase approval process
- Compliance with VicTrack Utilities and Services design criteria, Victorian Rail Industry Operators Standards relevant Australia Standards, Codes of Practice and regulatory requirements for each industry sector
- Manage impacts and potential impacts on State Rail projects, current and future transport requirements where third party services are proposed to be constructed, upgraded, repaired, replaced, maintained, relocated or decommissioned within VicTrack land and mitigate risks as reasonably practicable for VicTrack
- Clear understanding of the rail environment that involves collaboration and consultation with the rail operators ensuring that impacts on the safety and operation of the rail system as a consequence of a third party project are considered and mitigated as reasonably practicable
- Identification of risks or potential risks and immediately escalate to the Manager of Utilities and Services
- Attendance at meetings, on-site meetings and inspections as required. Where construction risks are identified while on site these must be brought to the attention of the site supervisor, the Manager of Utilities and Services and the Manager of Risk
- Pro-active, professional and responsive customer service in line with the VicTrack Customer Service Charter
- Manage the co-ordination and follow up of internal and external stakeholders; rail operators or external consultants to ensure timely responses are provided to VicTrack customers and stakeholders in accordance with the VicTrack Customer Service Charter and the Utilities and Services Four Phase approval process
- Respond, consult and provide formal written advice on general enquiries from internal and external customers and members of the public on third party access requirements
- Prepare formal VicTrack correspondence including third party correspondence
- Provide timely advice through research of VicTrack historical records and third party licence files and documentation to Public Transport Victoria or other agencies who have been appointed on behalf of the State to deliver a State project
- Provide Third Party services advice to internal departments through research of VicTrack historical records, third party licence files and Dial Before you Dig plans.
- Participate in a continuous education program for Utilities and Services customers which includes seminars and on-site presentations at the customer's offices
- Contribute to the Utilities and Services continuous improvement program for Third Party Applications
- Ensure that all third party applications are accurately costed, invoiced and any outstanding invoices are recovered from applicants or asset owners

Customer focus

At VicTrack we require staff to practice Customer Focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their

needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Safely Accessing the Rail Corridor

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Group Manager Safety.

Individual attributes

Qualifications

- A Civil Engineering degree, graduating within the last 2 years
- Current Victorian driver licence

Knowledge & Experience

- Ability to read and interpret technical design drawings
- Ability to work under pressure and meet demanding deadlines
- Ability to accurately invoice and collect fees related to the relevant projects application
- Basic understanding of the privatised rail and tram environment is desirable
- Knowledge of rail safe working requirements and other related legislation desirable but not necessary

Skills

- Demonstrated written and report writing skills
- Sound interpersonal skills with the ability to effectively communicate with all levels of management
- Effective analytical & problem solving skills in relation to property issues
- Computer literacy

- Demonstrated proven ability to analyse situations and take prompt and positive corrective action
- Demonstrated ability to meet deadlines and timeframes
- Demonstrated proven ability to address and resolve difficult issues within tight timeframes
- Highly motivated with the ability to work both independently and as a member of a team
- Support and participation in continuous improvement

Interpersonal and Other Features

Internal Relationships

- All VicTrack management and staff

External Relationships

- Government Agencies
- Utilities
- Local Government
- Stakeholders
- Rail operators
- Customers of VicTrack