

## Position description

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<b>Position</b>	Infrastructure Asset Officer
<b>Group</b>	Property
<b>Reports to</b>	Asset Maintenance Manager
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	September 2019

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## 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**

The Infrastructure Asset Officer reports to the Asset Maintenance Manager.

### **Budget**

Nil

### **Other**

Not applicable

## **Purpose of the position**

The Infrastructure Asset Officer will assist the Infrastructure Group by providing administration support to the delivery of maintenance, projects and activities associated with the management of VicTrack's assets. The role works closely with the Asset Maintenance Manager and Asset Systems & Compliance Manager.

## **Key accountabilities/functions**

- Provide support and assistance to the Asset Maintenance Manager relating to facility management and asset maintenance to VicTrack assets;
- Assist the Asset Maintenance Manager in the management of a state-wide portfolio of buildings and assets on behalf of the Infrastructure Manager and Property Manager;
- Ensure that all VicTrack buildings are effectively managed to meet all applicable VicTrack policies & procedures; Australian Standards; and other Codes of Practice, legislation and laws;
- Conduct site inspections to assess fit for purpose and identify (and remedy) hazards and/or defects;
- Ensuring that construction standards and operating system is not compromised with regards to safety, reliability and quality are maintained and the objectives of VicTrack are met;

- Maintain a knowledge and understanding of current legislation relating to building management activities;
- Manage relationships with stakeholders and agents to engender responsive and timely approach to necessary works and maintenance and communications;
- Assist with land, building and contractor inspections to ensure they are undertaken within schedule and confirm contractors comply with required quality assured regimes;
- Ensure all work complies with VicTrack policies & procedures; Australian Standards; Building Code of Australia (BCA) and all other Codes of Practice;
- Manage the Land Maintenance Programs;
- Prepare and issue routine work orders for the Land Management Program, including the Fire Prevention slashing program;
- Prepare and issue work orders for the spraying and removal of noxious weeds;
- Prepare and issue work orders for all ad hoc tasks related to the vacant land lots;
- Liaise with stakeholders and government authorities in relation to land maintenance;
- Provide written correspondence in response to Compliance Notices;
- Manage the Pest Control Programs;
- Prepare and issue routine work orders for the Pest Control Program;
- Manage complaints and enquiries in a timely and effective manner;
- Ensure all maintenance plans and schedules are delivered in a timely and effective manner;
- Engage contractors to undertake repairs and maintenance on VicTrack assets where required;
- Carry out audits of completed works and ensure contractors comply with required quality assured regimes;
- Undertake On Call duties;
- Process invoices and other administrative tasks;
- Assist in the preparation of routine, exception and ad hoc reports concerning VicTrack assets and projects.

### 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

- Hold a current Drivers Licence.

### Knowledge & Experience

- Demonstrated knowledge of and experience with vegetation management;
- Demonstrated knowledge of and experience with pest control;
- Demonstrated knowledge of and experience with project/maintenance management processes;
- Understanding of administration support requirements;
- Demonstrated ability to work with a minimum of supervision and to monitor own work performance;
- Ability to communicate and negotiate effectively on issues relating to VicTrack assets with members of the public, clients and other employees.

### Skills

- Ability to work both independently and as a member of a team
- Well-developed written and verbal communication, interpersonal and presentation skill
- Customer focused
- Effective time and task management skills.
- Proficiency in the use of corporate systems and databases (Project/Financial)
- Advanced skills in Microsoft Office suite, in particular Word/Excel and MS Project
- Effective and proactive use of an asset management system.

## Interpersonal and Other Features

### Internal Relationships

- All of VicTrack staff

### External Relationships

- External Contractors
- Tenants/Property Agents
- Public Transport Victoria (PTV)
- Rail Transport Operators - RTO (V/Line, MTM & ARTC)
- Local Councils
- CFA
- Utilities Authorities
- Telecommunications Authorities