

Position description

Position title	Manager Acceptance & Engineering Standards
Position number	201175
Classification level	F
Group	Telecommunications
Reports to	Manager Operational Assurance & Engineering
Location	1010 La Trobe Street Docklands Victoria
Date	November 2024
Tenure	Permanent full-time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets, and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains, and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network, or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Manager Acceptance & Engineering Standards reports to the Manager Operational Assurance & Engineering in the Operations team.

Direct reports: 6

Budget

\$1.5 million

Other

N/A

Purpose of the position

The Manager Acceptance & Engineering Standards is a key member of the Telecommunications Operations Group, responsible for the operational acceptance of Telecommunications infrastructure and services, ensuring all documentation and systems are up-to-date and field audits are conducted in preparation for operational handover and readiness.

This position is also responsible and accountable for developing, reviewing, and maintaining all VicTrack specifications and standards, ensuring they are kept relevant and meet regulatory, technical requirements and industry standards.

The Manager will lead, mentor, motivate and provide direction to the Acceptance & Engineering Standards team in accordance with VicTrack policies and procedures to ensure business and operational goals are delivered.

Key accountabilities/functions

- Develop, review, and manage all VicTrack engineering specifications and standards, ensuring they are kept relevant and meet technical requirements, industry standards and legislative and regulatory frameworks.
- Apply technical and professional knowledge and experience to undertake objective and systematic analysis to develop and improve VicTrack's engineering standards and specifications capability.
- Develop, review, and manage VicTrack operational acceptance and handover process, including but not limited to:
 - Engage with internal and external stakeholders to communicate operational requirements for infrastructure and services handover and acceptance throughout the project/service delivery process.
 - Develop and manage an operational acceptance checklist in consultation with all relevant stakeholders and platform/asset owners.
 - Define and ensure field audits are conducted, and relevant reports are prepared in readiness for operational acceptance.
 - Accurate and timely acceptance of new infrastructure and services. This includes but is not limited to documentation and systems updates.
- Communicate with stakeholders and line management regarding engineering standards and operational acceptance aspects across the capability lifecycle including preparing briefs, proposals, reports, and presentations.
- Analyse standard and specification issues using knowledge and experience to identify and recommend solutions.
- Support engineering activities to ensure compliance with obligations under VicTrack's Trunked Telecommunications Infrastructure Accreditation (TTI) from the Office of the National Rail Safety Regulator (ONRSR) and the Australian Communications & Media Authority (ACMA).
- Work with stakeholders in the development and maintenance of VicTrack standards and specification requirements from Business level to Asset level.
- Develop ongoing awareness of current practices and techniques in the management of engineering standards and acceptance, ensuring maintenance of a high standard of competence.
- Work collaboratively with stakeholders to understand their requirements and solve complex issues and when required, engage and brief specialist consultants to develop specifications and standards.
- Drive financial stability through meticulous budget planning aligned with organisational goals to ensure budgets and financial plans are developed and operating within budget.
- Responsible for developing strategies, policies, priorities, and operational practices in support of VicTrack objectives to maintain engineering standards and operational acceptance.
- Any other relevant task assigned by the Manager Operational Assurance & Engineering.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

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

Rail safety

All staff who may be required to encounter rail activity, including design work and the management of other staff, must:

- 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 unsafe conditions and/or incidents.
- report any railway safety problems/hazards to the Manager Safety.
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary degree or equivalent related to Telecommunications or Engineering (mandatory)
- Eligibility for admission into the Institute of Engineers Australia

Knowledge and experience

- Proven experience (10 years +) in a telecommunications environment
- Demonstrated knowledge of and experience in managing engineering standards and operational handover of Telecommunication projects
- Knowledge or awareness of ACMA, the *Telecommunications Act*, related industry standards and quality assurance
- Proven leadership and people management in a telecommunications related field
- Specification development for compliance in accordance with customer requirements and rail standards
- Awareness of technological developments and market product changes applications and availability
- Strong commercial acumen
- Ability to keep abreast with and embrace technological developments

Skills

- Demonstrates self-awareness and a commitment to self-improvement and professional development
- Exceptional problem-solving skills and analytical ability
- Ability to work under pressure and to meet short deadlines in 24x7x365 environment
- Clear communication skills, both verbal and written, with the ability to present influential material to all levels of management and customers in a sensitive and intelligent manner
- A “can-do” attitude and willingness to accept challenges and responsibilities
- Demonstrated ability to undertake a wide range of engineering projects (desirable)

Interpersonal and other features

Internal relationships

- All VicTrack staff

External relationships

- Government departments and agencies
- Rail and Transport industry operators
- Carriers and vendors
- Regulators
- Contractors and subcontractors