

Position description

Position title	Operations Group Coordinator
Position number	200324
Classification level	B
Group	Telecommunications
Reports to	Group Manager Operations & Chief Engineer
Location	1010 La Trobe Street, Docklands
Date	October 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 Operations Group Coordinator reports directly to the Group Manager Operations & Chief Engineer in the Telecommunications Group.

Budget

N/A

Purpose of the position

The Operations Group Coordinator will be the interface between the Operations teams and the wider Telecommunications and VicTrack business groups. This position is an integral part of the Telecommunications Group and also provides high level and confidential administrative support to the Group Manager Operations & Chief Engineer, as well as providing support to the Executive Assistant to the Executive General Manager Telecommunications and other Telecommunications Group Managers when requested.

This position will also provide administrative assistance and policy compliance coordination for the broader Operations teams.

This position is an integral part of the Operations team that will liaise with internal stakeholders to support the achievement of Telco Operations objectives.

Key accountabilities/functions

- Assist with maintaining the integrity of the Telco Operations Group's databases, document management, financials, contracts and reporting.
- Perform administrative tasks for the Group Manager Operations & Chief Engineer, such as diary management, document management, information gathering for briefings/presentations, organisational charts management, ordering stock (includes all PPE for Telecommunications Operations) and general administrative tasks as required.
- Coordinate administrative arrangements for Telecommunications Group off-site days, conferences and meetings, including booking, training and meeting locations as requested. Attend, prepare, and distribute agendas, notes, meeting minutes.
- Create and maintain all contracts and purchase orders in TechOne and/or CiA for Telecommunications staff when required; monitor and receipt invoices, and contract end dates as requested.
- Coordinate the input for and distribute Telecommunications weekly operational reports, manage and process weekly timesheets as requested.
- Liaise with Fleet Manager and maintain the Telecommunications Operations vehicle fleet and associated information in accordance with policy requirements, including preparations and submission of fleet requests in order to maintain compliance for the Operations group.
- Assist in coordinating information from internal stakeholders to respond to customer requests for information, in addition to providing relevant documents and presentation preparation to the Telecommunications leadership team.
- Coordinate and maintain staff and resource records for the Telecommunications Operations Group which includes maintaining staff numbers within approved budget and headcount policies and reporting on leave balances to ensure company leave policies remain compliant.
- Contribute to the identification of new opportunities, and to the development, review and monitoring of Telco Operations policies and procedures to ensure they are relevant and up to date and recommend any improvements.
- Maintain and manage Telco Operational Risk Register to maintain compliance within group policy requirements.
- Track and maintain records of credit card expenditure including regular reporting as requested by the GM Operations & Chief Engineer to ensure cardholders remain compliant to company expenditure policies at all times.

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 come into contact with 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

- Qualifications in business administration are highly desirable.

Knowledge and experience

- Proven experience as an office administrator in a construction or engineering environment is desirable.

Skills

- Excellent organisational and time management skills
- High attention to detail and excellent written and verbal communication skills
- Well-developed IT skills – advanced Microsoft Office 365 skills (MS Excel / Word / PowerPoint), Content Manager, Visio and SharePoint working knowledge and the ability to adapt to new systems
- Ability to develop and maintain effective records
- Demonstrated ability to show initiative and work in a team environment with a strong commitment to customer service
- A willingness to adapt, compromise and overcome challenges, deal with a wide range of enquiries and requests, and contribute positively to team goals and success

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

This role requires awareness and reflection of the VicTrack brand during daily interaction with internal and external stakeholders, both from other government agencies and members of the community.