

## Position description

<b>Position</b>	Utilities & Services Processing Administrator
<b>Position number</b>	201141 & 201142
<b>Classification level</b>	A
<b>Group</b>	Property
<b>Reports to</b>	Utilities and Services Manager
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	June 2024
<b>Tenure</b>	Full-time, Permanent

## Our organisation

VicTrack is the custodial owner 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 Utilities & Services Processing Administrator reports directly to the Utilities & Services Manager.

### Budget:

N/A

### Other:

The Utilities & Services team processes 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.

## Purpose of the position

This position requires a customer service approach to ensure timely and courteous communication with third parties so that new applications are completed allowing works to commence.

The Utilities & Services Processing Administrator is responsible for ensuring all phases of the application process are transparently progressed through the relevant steps including invoicing, stakeholder engagement, technical compliance check, records update and agreement creation. These steps are in place to ensure that all risks are mitigated as reasonably practicable for VicTrack, and current and future transport requirements are not impacted.

### Key accountabilities/functions

- Receipt incoming applications, disseminate data and facilitate the licencing process.
- Contribute to weekly team meetings and at individual monthly meetings.
- Be proactive with stakeholder communications.
- Maintain documents, databases and other work records as required.
- Provide contingency cover for team member absences by maintaining awareness of shared workload.
- Manage workload to ensure timely responses are provided to VicTrack customers in accordance with the VicTrack Customer Service Charter.
- Escalate process and customer issues to the Utilities & Services Manager, driving continuous improvement initiatives to the process.
- Participate in a continuous education program for Utilities & Services customers which includes raising awareness of the risks and hazards faced by the railway owners, operators and patrons.

### 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

### Knowledge and experience

- Reasonable understanding of the rail environment to allow effective collaboration and consultation with stakeholders.
- Ability to accurately invoice and collect fees related to the relevant application.
- Basic understanding of the privatised rail and tram environment is desirable.
- Demonstrated proven ability to analyse data and take prompt and positive corrective action.
- Demonstrated ability to handle multiple ongoing processes effectively.
- Demonstrated proven ability to address and resolve issues within tight timeframes.
- Support for and participation in continuous improvement.

### Skills

- Strong customer service skills
- Ability to work autonomously to achieve the aims of the process
- Ability to work under pressure and meet demanding deadlines
- Demonstrated written and report writing skills
- Sound interpersonal skills with the ability to effectively communicate with all levels of management.
- Computer literacy
- Highly motivated with the ability to work both independently and as a member of a team

## Interpersonal and other features

### Internal relationships:

- All VicTrack employees

### **External relationships:**

- Government agencies
- Utilities
- Local government
- Stakeholders
- Rail operators
- Customers of VicTrack