

## Position description

<b>Position title</b>	Community Partnerships Lead
<b>Position number</b>	201196
<b>Classification level</b>	E
<b>Group</b>	Property Group
<b>Reports to</b>	Community Building Manager
<b>Location</b>	1010 La Trobe Street, Docklands
<b>Date</b>	August 2025
<b>Tenure</b>	Fixed Term Part-Time 2 Year Contract (ending 28 November 2027). 4 days per week including some weekends

## 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
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

## 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

This role reports to the Community Building Manager and works closely with the community partnerships and/or stakeholder and community relations representatives of the transport partners of VicTrack, V/Line, DTP MTM.

### Budget

N/A

## Purpose of the position

The Community Partnerships Lead drives effective management of VicTrack’s corporate partnerships. This role is the primary contact for community partner organisations, and is responsible for coordinating and involving subject matter experts (SMEs) to ensure successful delivery.

Specifically for the Station Volunteer Program, a key partnership between VicTrack, Metro Trains Melbourne and V/Line, the Community Partnerships Lead will proactively engage with volunteers to understand any issues and help facilitate solutions, and develop strong, trusting relationships between the volunteers, VicTrack and the rail operators to build support for and engagement with the program.

### Key accountabilities/functions

- Manage program delivery to achieve program objectives (see Appendix 1 for Station Volunteer Program), key milestones and/or agreed activities and fit-for-purpose reporting.
- Establish and maintain strong working relationships with program partners and all volunteer groups.
- Administer the Station Volunteer Program by ensuring the smooth running of governance structures, including prepare and run quarterly meetings, and manage actions arising.
- Proactively identify and manage issues, and facilitate timely resolution with program partners to minimise impact to the program and organisational reputation.
- Implement and manage a program to support volunteer compliance with safety requirements, including delivering induction, annual safety refresher training and provision of essential PPE to groups.
- Deliver guidance to volunteer groups on site management and planting in approved areas, in collaboration with rail operators and relevant subject matter experts, and promote information sharing within the program.
- Plan and implement effective communications and engagement activities through a range of channels/methods including digital to promote and build the reputation of the programs.
- Manage stakeholder and community events and enquiries, including annual Corporate Volunteering events for program partners, where required.
- Engage with VicTrack's community volunteers where required.
- Assist with the development and delivery of the Community Grants for the Program.

### 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

- Extensive experience and or relevant formal qualifications in community engagement, or a related discipline, or 8 years proven experience in a similar role
- Rail Industry Worker White Card (desirable)

### Knowledge and experience

- Proven track record in driving positive outcomes in community engagement, volunteer and program management, not-for-profit organisation, in an issues-rich organisation.
- Good working knowledge of safety issues pertinent to working near the rail corridor.
- Experience in developing and delivering appropriate safety induction training for volunteers and risk management for volunteers working in an open environment.
- Advanced communication skills with a proven capacity to influence diverse stakeholders and facilitate their engagement.
- Experience with problem solving community issues and managing sensitive issues.
- Experience with robust data collection and management, measurement and reporting to demonstrate value of the program.
- Demonstrated capacity to prepare high-quality written reports, minutes, briefings, plain language information and other materials as required.

### Skills

- Excellent interpersonal and communication skills with a clear and concise writing style and ability to present ideas and negotiate activities with stakeholders.
- Ability to think strategically and to achieve results through a planned approach.
- A proven ability to establish and maintain cooperative working relationships with stakeholders, and to manage difficult situations with a calm demeanour.
- A demonstrated ability to work collaboratively in a team environment where ideas are shared and individuals are supported in order to ensure the team meets its goals.
- Effective time and task management skills.

- Self-motivated, accountable and able to work effectively with limited supervision.
- Ability to work under pressure.
- Competent in Microsoft office suite, in particular Word/Excel, MS Teams, Dynamics.
- Excellent verbal and interpersonal skills.
- Able to build trust and demonstrate integrity by being honest, direct and sincere.
- Ability to be accountable, proactive and innovative.
- Show care by listening carefully, and seeking feedback.
- Demonstrate fairness by treating people with dignity and taking a balanced view of circumstances.
- Ability to adapt in a changing environment.

## Interpersonal and other features

### Internal relationships

- All VicTrack employees

### External relationships

- Metro Trains Melbourne
- V/Line
- Department of Transport & Planning
- Community, in particular volunteer leads of each Station Volunteer group
- Community volunteers
- Local government
- Relevant peak bodies, such as Volunteering Victoria

## Appendix 1: Station Volunteer Program – program objectives

The Station Volunteer Program (formerly known as the Stationeers Program) is a key partnership between VicTrack and rail operators, Metro Trains Melbourne and V/Line. It engages volunteers across Victoria to beautify train station precincts across the metropolitan and regional network.

The program encourages volunteers to work together in their local community to create a welcoming and sustainable environment through planting, weeding, mulching and other maintenance projects.

Through the work of Station Volunteers, the look and feel of railway stations across Victoria are enhanced. As of April 2025, there are currently 47 station volunteer groups.

Specifically the program objectives are to:

- establish and improve garden landscapes around Victorian metropolitan and regional railway stations
- enhance the customer experience (safety, comfort, amenity) in station precincts, including where customers transition from one mode of public transport to another
- contribute to the abatement of litter, graffiti and/or vandalism in the station precinct through beautification initiatives
- support biodiversity and encourage the planting of indigenous species
- encourage the community to participate in approved projects, build social connection and undertake physical activity, and contribute to a sense of community wellbeing.