

Position description

Position title	Rail Operations Coordinator Dynon
Position number	200590
Classification level	B
Group	Property
Reports to	Supervisor Rail Operations
Location	1010 La Trobe Street, Docklands
Date	April 2025
Tenure	Fixed Term, Full-Time Shift Work (6 Months Duration)

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 Rail Operations Coordinator reports to the Supervisor Rail Operations.

Budget

N/A

Purpose of the position

The Rail Operations Coordinator (ROC) is responsible for coordinating the safe, effective and efficient access to and operation of all rail traffic within the VicTrack controlled rail network at Dynon Rail Freight Terminal, the South Dynon Common-User Area, Spotswood Common-User Area and the McIntyre Sidings Common-User Area.

Key accountabilities/functions

- Plan and coordinate the day-to-day network access across the operational VicTrack network locations.
- Manage the safe movement of all rail traffic within the VicTrack controlled network.
- Ensure all Rail Train Operators proceed on the path as directed by the ROC.
- Ensure there is constant radio communication between Rail Train Operators and VicTrack while shunting is in progress at the Dynon Rail Freight Terminal. Where possible visual monitoring of the shunt operations is also required.
- Collection and data entry of network access information for the billing of network access fees.
- Provide shift coverage for out-of-hours network access coordination.
- Coordinate VicTrack contractor and subcontractor access for repairs and maintenance.
- Manage the Site Induction process.
- Conduct safety inspections at operational locations.
- Regularly interface with all network access users in order to determine their service-level requirements and to rectify any issues arising in relation to service-level requirements.
- Assess current and potential network-access user proposals and provide advice and assistance that will help users meet VicTrack's requirements for access to VicTrack's rail network.
- Chief Warden for the Dynon Rail Freight Terminal while on shift.
- 24-hour emergency management when on shift for call out for incidents occurring on VicTrack's operational rail network.
- Review, update and manage the Rail Operations section documentation as required.
- Track Force Protection Control, VicTrack Level 3.1, for maintenance works within VicTrack Operational (competency training provided).
- Other work related tasks as directed.

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

- Preferred holder of valid Rail Industry Worker Accreditation
- Medically fit to work within a rail safety environment
- Current Victorian car drivers licence

Knowledge and experience

- Understanding of logistic operations
- Relevant experience in daily operations, especially freight and intermodal terminal focussed
- Knowledge of the relevant legislation governing Health, Safety and Environment within an industrial environment

Skills

- Excellent attention to detail and time management
- Ability to work effectively with people from a broad range of backgrounds
- Computer skills in Microsoft Office applications
- Ability to organise and coordinate a diverse variety of functions
- Demonstrated interpersonal skills, with the ability to communicate with customers and all levels of management within both the public and private sector
- Ability to prioritise multiple urgent demands
- Ability to work both independently and as a member of a team
- Supports and participates in continuous improvement
- Reliable, with can do attitude

Interpersonal and other features

Internal relationships

- All VicTrack employees
- VicTrack employees and contractors needing access to the VicTrack rail network

External relationships

- All VicTrack customers
- Vendors and/or suppliers
- Current and potential Rail Operators and freight customers