POSITION DETAILS

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>Train Driver</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECTORATE</td>
<td>Customer Service Delivery</td>
</tr>
<tr>
<td>DIVISION</td>
<td>Various</td>
</tr>
<tr>
<td>REPORTS TO</td>
<td>Shift Manager</td>
</tr>
<tr>
<td>POSITION NUMBER</td>
<td>Various</td>
</tr>
<tr>
<td>CLASSIFICATION</td>
<td>Various</td>
</tr>
<tr>
<td>HEALTH ASSESSMENT CATEGORY</td>
<td>Category 1</td>
</tr>
</tbody>
</table>

PRIMARY PURPOSE

- Drive trains safely and efficiently to destinations according to timetable and provide a transportation service to customers.

ORGANISATIONAL ENVIRONMENT

The 'Fixing the Trains' program is a once in a generation reform. Key to this is the creation of two new organisations. Sydney Trains and NSW Trains are world-class organisations with one shared goal – to give customers the service they deserve, every day, without fail. Sydney Trains and NSW Trains represent real and exciting change.

The transformation will position the new organisations to become more customer-focused, sustainable, efficient and cost effective.

Sydney Trains and NSW Trains will reflect a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

There is a clear mandate for a renewed focus and continual and measurable improvements in customer service, presentation standards, on time running, safety and maintenance.

Joining the new Sydney Trains and NSW Trains teams presents an exciting opportunity to shape the future and make a genuine difference for the people of NSW by providing the rail system they deserve.

KEY ACCOUNTABILITIES

- On a daily basis checking Special Train Notices (timetabling), Safeworking Circulars, Weekly Notices, Speed Notices and General Orders for conditions that may affect the normal running of the train;
- Preparing, driving and stabling trains appropriately and conducting air brake continuity tests according to guidelines to ensure trains and equipment are operationally satisfactory;
- Monitoring fixed signals and Engineering infrastructure working gangs when driving to respond efficiently and effectively to any changes;
- Perform all safeworking and operational procedures, either alone or in conjunction with the Guard where appropriate, that are necessary for safe and effective train operation and to meet safeworking requirements;
- Where radios are provided, operate the train radio system to inform, and be informed, about service delays and problems;
- Provide written and/or verbal reports regarding services, accidents, and other incidents as required; and,
- Undertake emergency actions, for example, fire fighting and assisting in emergency evacuation as required.
KEY RELATIONSHIPS

INTERNAL – across/within NSW Trains

<table>
<thead>
<tr>
<th><strong>MAIN CONTACT and PURPOSE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Exchanges train running information with the Train Guard prior to departure and also by train radio/intercom concerning operating issues and timetable information;</td>
</tr>
<tr>
<td>• Network Control (Operations Controllers and Train Controllers);</td>
</tr>
<tr>
<td>• Signallers;</td>
</tr>
<tr>
<td>• Mechanical Control (Defects, Electrical, Signal, Perway Trouble Officers);</td>
</tr>
<tr>
<td>• Depot Managers (Running Shed Supervisors, Mechanical &amp; Electrical Fitters and shunting staff);</td>
</tr>
<tr>
<td>• Station Masters (Station Staff);</td>
</tr>
<tr>
<td>• Train Crew Management (Crew Area Manager, Operations Inspectors, Rostering Supervisor and staff); and,</td>
</tr>
<tr>
<td>• Other drivers (including rehabilitation process)</td>
</tr>
</tbody>
</table>

EXTERNAL – outside of NSW Trains

<table>
<thead>
<tr>
<th><strong>MAIN CONTACT and PURPOSE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• None indicated</td>
</tr>
</tbody>
</table>

DECISION MAKING

The position is fully accountable for the formulation of advice and coordination across all operational objectives. Independent decision making requirements of the position include:

- None indicated

Collaborative decision making requirements of the position include:

- None indicated

CHALLENGES

Undergoing regular assessments and examinations in regard to Safeworking and Train Management;

- Constantly updating their knowledge of Safeworking procedures and Traction Manuals in a continually changing environment;
- Adapting readily to the driving requirements of a particular train, identifying whether it requires all or only some procedures to be performed;
- Mastering additional operational duties to ensure all aspects of train operation are conducted efficiently and safely;
- Understanding the strengths and weaknesses of new technology, and safety apparatus systems, so that they are used correctly and effectively;
- Working with the Guard to exchange information on either operational problems or customer service issues, such as a passenger urgently requiring medical attention; and,
- Where radios are in use, mastering the communications system in order to keep in touch with the Guard, Signallers and Network Control.

POSITION IMPACT

<table>
<thead>
<tr>
<th><strong>DIRECT REPORTS:</strong></th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUDGET (CapEx/Salary):</strong></td>
<td>Nil</td>
</tr>
</tbody>
</table>

SELECTION CRITERIA

(include any required Licences or accreditation required by the position)
• Extensive and up-to-date knowledge of the railway lines (‘road knowledge’) including location of speed boards and gradients;
• Acute understanding of train dynamics and the ability to apply this knowledge to a variety of trains in a constantly changing geographical environment and operate locomotives efficiently with regard to potential power in the relevant conditions;
• Knowledge of train signalling and driving regulations, for effective operation of trains;
• Thorough knowledge of and experience in safeworking and emergency procedures, including firefighting, and evacuation methods. To ensure the safety of passengers by providing a quick and appropriate response in emergency situations;
• Working knowledge of train management procedures, including train preparation and stabling and other requirements;
• Understanding of and ability to use new technology and systems, to carry out required procedures and activities effectively and efficiently;
• Problem solving and analysis skills for accurately and pro-actively identifying operational problems and determining the appropriate course of action;
• Well-developed interpersonal skills for effectively communicating with the Guard, Passengers, Network Control, Signal boxes, Defects, Rostering supervisor and other personnel as required;
• Well-developed written communication skills for written reports regarding incidents, operational problems and other topics as required of the position to enable effective utilisation of the information received;
• Ability to work as a part of a team
• Training in Safeworking and emergency procedures, communication, security, air brake continuity tests and train management is essential; and,
• Successfully pass periodical practical driving assessment and recertification of Safeworking procedures.
# PERFORMANCE STANDARDS

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Performance Level</th>
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</table>
| SAFETY    | • Safety goals achieved through personal commitment, no harm to self or others & participation in safety initiatives  
• Hazards and incidents identified and reported  
• Used safety management systems  
• Safety principles, procedures and practices followed  
• Competence for role achieved through required training |
| CUSTOMER  | • Customer service standards in the areas of timeliness, information, passenger safety & cleanliness understood and met  
• Consistent and reliable results for customers achieved by following agreed methods & measures  
• Self-discipline raised standards and delivered improved customer outcomes  
• Immediate customer satisfaction achieved through use of initiative |
| FINANCIAL | • Tasks completed as requested and quality standards met  
• Agreed methods used to efficiently complete tasks  
• Process improvements suggested  
• Costs considered when resources used |
| LEADERSHIP| • Demonstrated behaviour consistent with enterprise values/behaviours  
• Change efforts actively participated in  
• Team purpose understood  
• Learnt from mistakes  
• Demonstrated awareness of own impact on others  
• Relationships with peers and managers developed and maintained  
• Effective communication with peers and manager contributed to teamwork and sharing |

# BEHAVIOURS

<table>
<thead>
<tr>
<th>Critical behaviours</th>
<th>Behaviour Statement</th>
</tr>
</thead>
</table>
| SAFETY              | • Look out for your mates and immediately raise awareness to any safety risks or hazards  
• Accept personal responsibility for your own safety and that of your team and obey safety rules. |
| PRIDE               | • Take care of your kit, look good and be ready to lend a hand. |
| ACCOUNTABILITY      | • Be on time.  
• Meet deadlines through careful planning and accessing the information you require to make a timely and informed decision. |
| COLLABORATION       | • Talk in a respectful and open way, providing and accepting honest and constructive feedback  
• Act with self-awareness of your impact on others. |
| EXCELLENCE          | • Arrive prepared, informed and enthusiastic.  
• Warmly greet and reach out to your colleagues and customers by anticipating their needs. |