




# Manager Operations

## Position Description

### National Operations

	<p><b>About ONRSR</b></p> <p>The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia.</p> <p><b>Our People</b></p> <p>At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia's railways – people who are professional, whose values align with ONRSR's values of independence, respect, integrity, diligence and excellence. People motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community.</p> <p><b>Our purpose</b></p> <p>Safe railways for Australia.</p>
	<p><b>The Role – Your impact and contribution</b></p> <p><b>The Manager Operations</b> is essential to providing day to day operational support to the General Manager and the local office to effectively manage in accordance with the policies, procedures and business processes of ONRSR. The position provides both strategic and operational management support for rail safety to the General Manager and may deputise in absences or as delegated.</p>
	<p><b>Key Relationships</b></p> <p><b>Reports to:</b> General Manager</p> <p><b>Internal:</b> All ONRSR staff across all locations</p> <p><b>External:</b> Accredited Rail Transport Operations, Rail Safety Workers</p>
	<p><b>Your Responsibilities</b></p> <p><b>Regulatory Activities</b></p> <p>As the Manager, Operations and using your demonstrated ability and understanding of ONRSR's policies, procedures and business processes, you will:</p> <ul style="list-style-type: none"> <li>• Support the General Manager in all office operations</li> <li>• Provide a high level of leadership, management and coordination to a team of rail safety officers</li> <li>• Lead and manage matters of operational complexity assigned by the General Manager, including but not limited to: <ul style="list-style-type: none"> <li>- Audits and Compliance Inspections</li> <li>- Accreditations and Investigations</li> <li>- Projects as required by the General Manager</li> </ul> </li> <li>• Provide recommendations to the General Manager on the day-to-day</li> </ul>

	<p>management of office operations and its continuous improvement</p> <ul style="list-style-type: none"> <li>• Assist the General Manager with the development of management strategies and/or procedures to meet national objectives as well as oversee and coordinate the delivery of these strategies and/or procedures</li> <li>• Develop and maintain collaborative working relationships with all internal stakeholders to assist overall business improvement across ONRSR</li> <li>• Other duties, as required.</li> </ul>
	<p><b>What you Bring – Key Competencies</b></p> <p><b>Key to success in this role is that you have:</b></p> <ul style="list-style-type: none"> <li>• Have the ability to provide leadership and mentoring in a team environment</li> <li>• Possess self-motivation and flexibility of approach</li> <li>• Have highly developed interpersonal and written and verbal communication skills, including the ability to effectively consult, liaise and negotiate with internal and external customers and rail transport operators and to facilitate their cooperation and support to achieve desired outcomes</li> <li>• Demonstrate management level experience (ideally within the rail industry or similar regulatory environment)</li> <li>• Have the ability to make well-informed decisions and adopt work practices to meet changing work requirements and situations</li> <li>• Working knowledge of the rail industry, including an excellent working knowledge of the principles of integrated safety management systems, risk management, and their application to railway operations and <i>the Rail Safety National Law</i></li> <li>• Can manage a regulatory function in a manner that is consistent with industry needs, government objectives and the <a href="#">ONRSR Way</a> including the ability to provide operational input into policy and legislation development and implementation</li> </ul> <p><b>Helpful qualifications and experience</b></p> <p>While experience and qualifications in the rail industry is highly desirable if you've had previous experience in a regulatory, safety or risk management role will also be viewed favourably. You must hold and maintain a current driver's licence, the right to work in Australia and be comfortable to undertake a criminal history check and meet the requirements of a Category 3 Rail Safety Worker in accordance with the National Standard for Health Assessment of Rail Safety Workers</p> <p><b>Your compliance</b></p> <p>As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy.</p>

	<p><b>Other items of note</b></p> <p>On occasions, this role will require you to work outside of normal business hours, on weekends and public holidays. There is a requirement to travel which may include short stays in ONRSR interstate offices. If you would like more information about how ONRSR regulates please read the <a href="#">ONRSR Way 2020</a>.</p> <p><b>Privacy Notification</b></p> <p>ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.</p>
	<p><b>Our Commitment to you and your Commitment to ONRSR</b></p> <p>ONRSR is genuinely committed to investing in the capability of its staff and is proud of its structured Regulatory Officer training program that will support Regulatory Officers in learning the <i>ONRSR Way</i> to rail safety compliance in a supportive environment. Opportunities to learn key skills in both a classroom and infield setting are made available through the delivery of our training program and advancing your skills and knowledge in these areas is also available within this program. The success of this program also relies on your engagement and willingness to coach and mentor staff.</p> <p>ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development and Review process; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct and values; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.</p> <p>I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability.</p> <p>I understand that I may be required to perform other duties from time to time to fulfill the position requirements.</p>