

Position Description

Position title	Service Planning Officer
Business area	Business Improvement Services
Number of direct reports	Nil
Immediate manager	State-wide Stakeholder Engagement Manager
Award	<i>Administrative Employees Enterprise Agreement 2014</i>
Location	Springfield Depot, Hobart
Role purpose	To support all aspects of Metro's passenger transport service planning activities including the planning, design and review of services, and the assessment of business development initiatives with respect to the allocation of resources and the impact on timetables, duties and rosters.

Organisational Requirements

All positions within Metro Tasmania will support the achievement of the Metro Tasmania Vision. To be an attractive travel option contributing to an integrated public transport network in Tasmania.

Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and Metro Tasmania policies and procedures.

While at work employees must take reasonable care of their own health and safety and the health and safety of others, including those working under their supervision or direction that may be affected by their acts or omissions in accordance with relevant State and Federal Work Health and Safety Legislation.

Our Values

Safety

We take pride in everyone getting home safely, by having a safe workplace; and putting safety first.

Respect

We show respect for everyone at all times by acting with integrity in all our actions, words, intentions.

Resilience

We have the courage to deal with our day-to-day challenges, showing determination; commitment; and strength.

Unity

We work together with honesty and transparency; we listen, we collaborate, we cooperate, we celebrate success.

Service Driven

We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone, recognising we have internal and external customers; continually challenging ourselves to do things better; and striving for excellence.

Role Accountabilities

Service planning responsibilities

Develop and implement service planning to meet the requirements of Metro's contracts with the Department of State Growth.

Design and review routes and timetables to ensure services are able to be delivered reliably and efficiently, while collectively minimising costs and maximising revenue.

Contribute to the development of an integrated passenger transport network that improves service delivery, reduces duplication and optimises the effective use of infrastructure and resources within the available budget.

Provide advice regarding costs associated with new routes, alterations to timetables, rosters and duties.

Ensure bus operator reports, complaints and correspondence are responded to within the required time frame.

Keep abreast of new service planning techniques and developments around the world.

Stakeholder management

Liaise with internal and external stakeholders regarding new or modified routes, timetables and special events.

Prepare information for internal and external distribution regarding detours, service alterations and bus stop changes.

Participate in consultation and negotiation with union delegates regarding running time, duties and timetables.

Projects and other tasks

Assist in the preparation and presentation of reports and statistics.

Undertake project work as directed by the State-wide Stakeholder Engagement Manager.

Any other duties required by the State-wide Stakeholder Engagement Manager

Management authorities (If Appropriate)

Refer to the current Delegation Manual

Challenges

- Developing viable service planning solutions in constantly changing operational environments.
- Coordinating tasks across multiple internal and external stakeholders.
- Translating or explaining service planning information and how it can be used.
- Estimating time, costs and resources associated with proposed service plans.
- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Developing and maintaining constructive and cooperative working relationships.
- Providing guidance and expert advice to management, other departments and external stakeholders on technical service planning matters.
- Reviewing and adopting procedures within changing operations.

Decision Making

- Recommend system improvements or projects, based on economic, population, land-use, or traffic projections.
- Analyse information and evaluate results to choose the best solution.
- Use relevant information and individual judgment to determine whether planning outputs comply with Metro's corporate, contractual and legal obligations.
- Evaluate circumstances, consider alternatives and weigh pros and cons.
- Develop specific goals and plans to prioritise, organise and accomplish work.

Role relationships

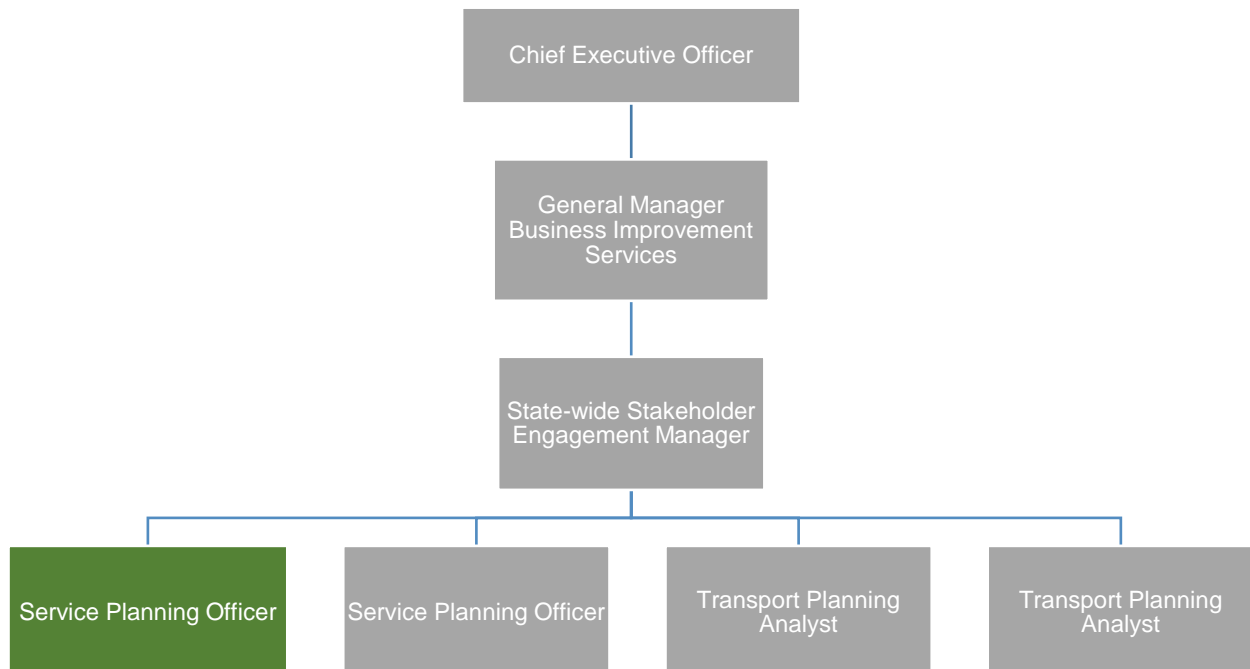
Internal

Business Improvement Services
Operations
Marketing and Communications
People and S

External

Rail, Tram and Bus Union
Local Councils and Government departments
Educational institutions
Passenger transport service providers

Organisational Chart



Qualifications and experience

- Tertiary qualification in a quantitative discipline and/or transport planning
- Preferably at least two years' experience working in a similar role

Knowledge, skills and abilities

- Expert knowledge and understanding of passenger transport operations and procedures including routes, timetables and service contract compliance, or ability to rapidly acquire this knowledge.
- Excellent organisational skills and capacity to coordinate a number of workflows simultaneously, including the ability to prioritise, plan and complete own work activities.
- High-level written communication skills enabling the production of documents that are clear, accurate and concise.
- High-level interpersonal skills, including the ability to engage effectively with employees at all levels of the organisation.
- Well-developed investigative skills, along with the ability to make sound judgments and solve problems.
- Demonstrated capacity to manage sensitive issues and information with tact and discretion.
- Computer literacy skills with the ability to use software to enhance work performance.

Approval

Date: November 2019

Approved by: General Manager Business Improvement Services