



## Position Description

<b>Position Title</b>	Manager Service Delivery (South)
<b>Business Area</b>	Operations
<b>Number of Direct Reports</b>	8
<b>Immediate Manager</b>	General Manager Operations
<b>Award</b>	Metro Tasmania Administrative Employees Enterprise Agreement 2019
<b>Location</b>	Springfield Depot, Hobart
<b>Role Purpose</b>	<p>The Manager Service Delivery coordinates and leads bus operator workforce and operations resources to deliver services in Southern Tasmania that are safe, reliable and to the satisfaction of our customers.</p> <p>This position also provides leadership and input into the planning, development, growth and execution of services and maintains operational obligations to ensure all Key Performance Indicators (KPIs) are measured and implements strategies to ensure all targets are achieved.</p>

## 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

### **Lead and manage Metro's service delivery workforce and key relationships in the south region**

Lead the Service Delivery workforce in Southern Tasmania in line with Metro's values.

Cultivate a just, accountable and generative culture where customer and employee safety is prioritised ahead of production and there is a strong focus on continuous improvement of services, systems and processes.

Lead employee development through regular and effective performance management, performance reviews and leadership training.

Monitor, coach, support, motivate and develop operational Officers to manage Bus Operator skills to ensure safe driving techniques (reduce crashes).

Recruit, select, train and manage the performance of capable and committed operations employees.

Maintain and develop positive working relationships with key service delivery/operations stakeholders and partners.

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### **Lead and manage delivery of Metro's transport services in the south region**

Lead planning, delivery and continuous improvement of Metro's transport services in the south region in compliance with organisational policies and procedures to ensure they are safe, reliable and efficiently meet or exceed all relevant contractual and compliance obligations.

Implement measures to ensure that all relevant operational (including Safety) performance indicators are being met or exceeded.

Lead regional service delivery improvement projects (including prioritising, initiating, planning, executing, monitoring and controlling) in conformity with Metro's Project, Change Management and ICT Governance protocols to deliver enhancements to the region's transport customer experience, service delivery effectiveness, efficiency, capability or culture.

Drive continuous improvement, innovation and the adoption of technology to streamline service delivery and ensure operations and maintenance employees are well supported and enabled to carry out their functions effectively and efficiently.

Manage all TIMS Performance Monitor events and other operational incidents and issues where action is required to ensure they are properly investigated and appropriate/timely action is taken.

Manage operational reports to ensure all KPI's are measured and develop strategies to ensure all targets are achieved.

Manage service reliability requirements for service deliverables (on time/late/early running).

Manage service provider compliance to contractual agreements

Manage regional events, works, closures, diversions and charters through coordination with the Communications and Marketing department and Business Improvement Services department

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Manage in conjunction with the engineering department the fleet availability to meet peak demand.

Manage in conjunction with the engineering department the infrastructure requirements to meet the needs of council and the organisation.

Provide regional communications assistance to media and organisations.

Represent Metro in dealings with local councils and in consultation with relevant government authorities and relevant external committees/forums.

Drive the growth and development of Metro in the southern region through regular operational reviews and consultation with councils and community groups.

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**Lead and manage Metro's service delivery assets, suppliers and financial resources for the south region**

Lead effective and efficient management of Metro's regional service delivery assets (including maintenance of bus fleet and infrastructure) to optimise return on investment and enable delivery of services that are safe, reliable and meet all relevant service delivery obligations.

Ensure recommended utilisation rates of Metro assets are achieved or exceeded to promote growth and development of the organisation.

Forecast regional capital and recurrent (including labour) budget requirements; schedule expenditures; monitor variances and take prompt corrective action to meet or exceed budget targets whilst achieving operational effectiveness, efficiency and asset availability.

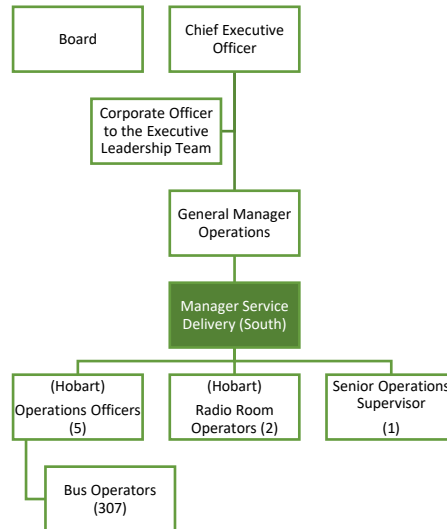
Collaborate with and actively "client" Metro's support business units to ensure that internal services provided are fit for purpose and enable Service Delivery team to efficiently and effectively meet performance obligations.

Collaborate with and actively "client" Metro's external suppliers to ensure that goods and services externally provided are fit for purpose and enable regional Service Delivery team to efficiently and effectively meet performance obligations.

### Role Relationships

Internal	External
Executive Management Team	Site Unions
Bus Operators	Local Councils
Support Business Units	Police
Operations Support Officer (Rostering)	Schools

## Organisational Chart



## Qualifications and experience

- Degree or diploma in management, transport or operations would be highly regarded
- 5 years' experience as a service delivery/operations professional with at least two years leading a large operational/service delivery business unit (or equivalent)
- Current driver's license

## Knowledge, skills and abilities

- Highly developed leadership and management skills including demonstrated ability to lead a large service delivery/operations business unit in line with organisational values and work constructively as part of a broader management team
- Proven ability to cultivate a strong safety, customer service and continuous improvement culture and lead change in a large complex organisation including ability to promote new initiatives and to monitor the effectiveness and efficiency of these initiatives
- Proven ability to manage and prioritise allocation of human, financial and physical resources to meet performance targets in a sustainable manner
- Well-developed communication, negotiation, conflict resolution skills and problem solving skills that can deal with complex multi-faceted problems
- Competent in the use of the Microsoft suite of programs, with the ability to quickly master various programs

## Management Authorities

Direct Reports: 8      Indirect Reports: 307

Exercise of Service Delivery Functional Delegations and Business Unit Level Manager Delegations per the Metro Delegations Manual

## Approval

Date: March 2020

Approved by: Darren Carey, Acting Chief Executive Officer