



CHIEF OPERATING OFFICER

POSITION DESCRIPTION

Position Description

Position Title	Chief Operating Officer
Business Area	Operations
Direct Reports	Operations Managers (North and South); State Manager Maintenance; Network Performance Manager and Customer Service Team Leader
Immediate manager	Chief Executive Officer
Employment Conditions & Status	Executive Contract, Permanent Full Time
Location	Springfield Depot, Hobart
Role purpose	<p>The Chief Operating Officer is responsible for designing, planning and implementing the requisite strategies to support Metro's transformation and modernisation to deliver efficient and attractive transport services, including service performance, customer experience, network design and serviceability of assets.</p> <p>The Chief Operating Officer is responsible for the leading the operational functions of Metro across its network areas, including, Bus Operations, Engineering & Facilities Management, Network & Performance and Retail.</p> <p>This role will be key in driving the customer centric service focus and operational performance improvement and will be responsible for providing strategic advice on all operational related matters within Metro.</p> <p>As a key member of the Executive Leadership team, the role will lead, inspire, influence and manage the broader business and people and safety performance.</p>

Organisational requirements

All positions within Metro Tasmania will support the achievement of the Metro Tasmania Vision. To be a customer centric public transport service provider.

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 – Keep People Safe

Teamwork – Better together

Improvement – Challenge the status quo

Respect – Respect everyone

Role accountabilities

Safety and Wellbeing

Role model leadership for a safe working environment at Metro Tasmania, this includes and is not limited to:

- reducing potential for injuries to staff and members of the public;
- developing and promoting lead and lag reporting practices;
- championing safety in all activities;
- having confidence and authority to immediately stop any dangerous activities;
- promote and drive safe work practises which improve lost time injuries and workers compensation due to minimising injuries; and
- promote wellbeing and preventative activities.

Leadership

Act with integrity and lead by example to deliver a culture based on Metro Tasmania's values, vision and mission

Lead and manage the activities of the Operations Division, establishing performance expectations, asset management, service monitoring and business outcomes.

Develop operational plans and lead the implementation of organisational outcomes, with particular emphasis on growing people leaders to support continuous improvement and optimisation of service and operational delivery

Demonstrate leadership excellence through the achievement of performance indicators.

Play a leadership and coaching role in creating and maintaining a positive organisational culture across the whole business as well as an engaged Operations Division.

Promote and provide active leadership for a safe working environment at Metro Tasmania.

Provide leadership that drives a culture of learning, open communication and continuous improvement.

Coach and hold direct reports and the divisional staff accountable to their responsibilities and results, including regular performance appraisal discussions

Identify continuous improvement opportunities and implement solutions to reduce cost, increase efficiencies and help the business develop.

Working in partnership with the People Division, lead and influence the industrial relations landscape, including the successful negotiation of employee enterprise agreements.

Build productive relationships with industrial representatives

Operational responsibilities

Accountable for Metro's operational functions to ensure:

- Accountable and responsible for management of bus operations, customer services, network planning, facilities and engineering functions in Hobart, Launceston and Burnie in accordance with agreed operational plans and contractual requirements with the State Government;
- Leadership, development and coaching of the operational workforce to achieve positive operational and budget outcomes, including managing costs within budget requirements and in compliance with the relevant Enterprise Agreement,
- Ensuring the management of fatigue in line with the national guidelines;

	<ul style="list-style-type: none"> • The effective and efficient utilisation of Metro's bus fleet and operational workforce to ensure compliance with service requirements including contracted and chartered bus services, in compliance with all relevant regulations; • Management of engineering operations to ensure compliant, safe and reliable and effective utilisation of Metro's bus fleet; • Accountable for the management of operating and capital budgets and expenditure; and • Oversee management of resources and assets to ensure Metro continues to meet requirements in relation to accreditation, contractual and servicing across all depots. <p>Provide reports and presentations to the Executive, Board on strategic initiatives, emerging opportunities and operational performance</p> <p>Manage and be accountable for preparation and delivery of budget outcomes relating to workforce, depots and satellite site leases state-wide.</p> <p>Lead, procure and review performance of all relevant contractors state-wide, to ensure compliance with contractual agreements and to ensure Metro is provided with value for money.</p> <p>Ensure compliance with, and continuous improvement of, operational and engineering standards, in line with best practice models.</p>
Network & Performance	<p>Accountable for all aspects of passenger transport service planning and performance.</p> <p>Ensuring efficient and effective scheduling and rostering of Metro's staff to ensure operational needs are delivered (compliant with government and legislative requirements and in line with industrial employment provisions.</p> <p>Provide leadership of continuous improvement and innovation initiatives</p> <p>Responsible for creating and use of contemporary operational reporting practises and frameworks. Ensuring data is accessible and useable by a wide variety of audiences and that it is a tool to identify and improve performance.</p>
Crisis & Business Continuity Management	<p>Reviewing business continuity plans to limit operational and business risks</p> <p>Review, develop, implement and maintain a contemporary Crisis and Business Continuity Framework.</p> <p>Be the primary leader of the Emergency and Incident response plans whilst ensuring these frameworks are trained and embedded across the business</p>
Customer	<p>Development and leadership of Metro's customer service function including the Metro Shop.</p> <p>Review and learn from customer feedback to drive product and service improvements.</p> <p>Develop and lead the business culture change into a customer centric organisation.</p>
Corporate & Strategy	<p>Provide professional advice and support to the CEO and Executive in relation to operations, engineering and infrastructure, maintenance, network and performance – including related safety, risk and compliance matters.</p> <p>Develop, lead and implement strategic, business and divisional planning</p> <p>Manage risk and compliance for the Operations division</p>

Build positive and strong stakeholder relationships which endorse Metros profile, reputation and advocacy agenda across all levels of community, government and industry

Lead capital work programme works for your division

Utilise commercial acumen to ensure procurement activities for which you are accountable are providing the best value for Metro.

Ensure divisional compliance with governance, policy and procedures and all other compliance requirements

Other tasks

Liaise with other Metro departments, councils, government departments and other stakeholders in relation to road infrastructure.

Other duties commensurate with skills and experience.

Management authorities (if appropriate)

Direct reports:	5
Indirect reports:	~350
Operating Budget	Budget: approx. \$25M
Capital Budget	\$20m

Key relationships

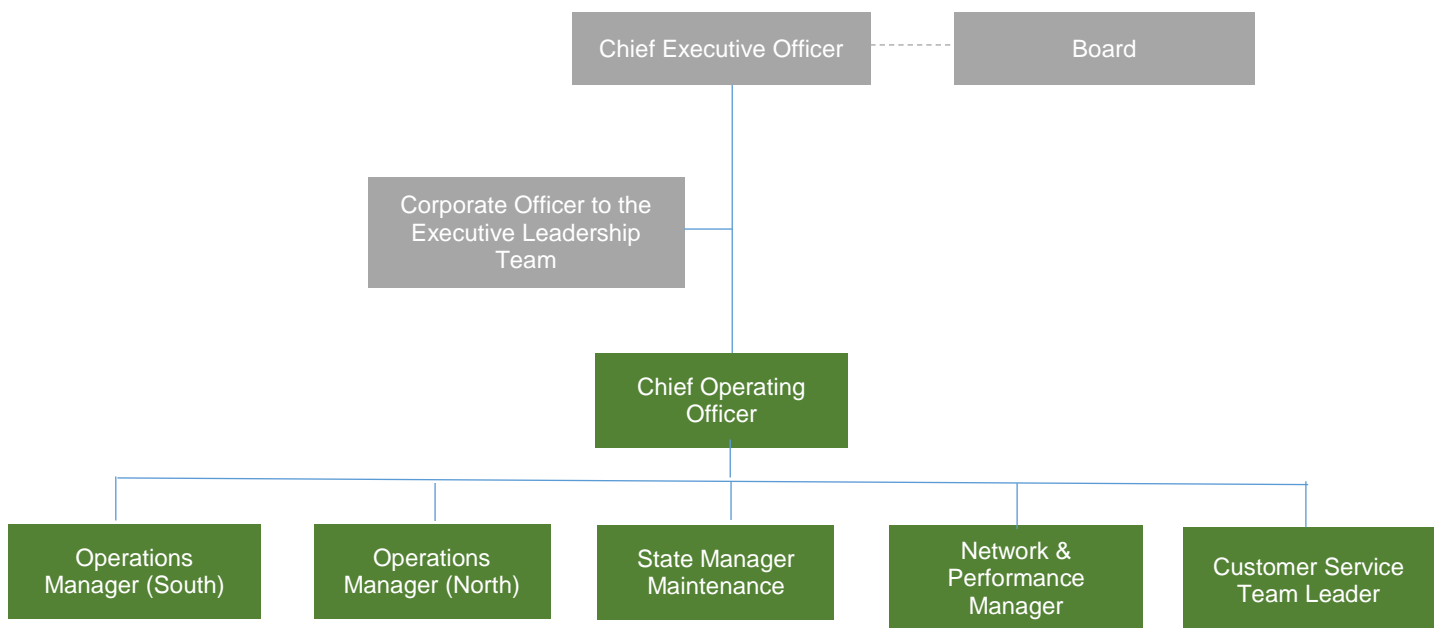
Internal

Executive Management Team
Board Members
Line Managers
Bus Operators
Engineering & Facilities Staff
Network Planning staff
Metro Shop Employees
Other Operations Division employees

External

Unions
Contractors
Local Councils
Various consultants and external providers
Government key stakeholders
Customers
Community

Organisational chart



Qualifications and experience

- Degree qualifications in a relevant discipline and/or extensive experience in operations management
- Significant experience working in an Executive/Senior leadership position managing a significant budget (in excess of \$20M)
- Proven ability to work independently, and also effectively lead and coordinate a team to achieve successful outcomes
- Current unrestricted Drivers licence

Knowledge, skills and abilities

- Extensive leadership experience, ideally in a public transport or related service environment.
- High level understanding of the elements of passenger transport service planning.
- Extensive experience in corporate fast paced, complex environments with the ability to stay across a broad portfolio of information
- High-level strategic, conceptual and analytical skills including an ability to influence the political, social and organisational environment.
- Ability to think strategically and transition concept to reality
- Highly developed influencing and relationship skills
- High-level management skills, including a demonstrated ability to manage financial and physical resources, and demonstrated capacity to build capability development and the adoption of contemporary management practices within a team.
- High-level communication, negotiation and conflict resolution skills and the proven ability to work constructively as part of a management team.

- Demonstrated ability to develop effective working relationships across all levels of the business.
- Demonstrated ability to identify relevant issues and make sound judgments about Metro's strategies and directions, and an appetite for managing change.

Approval

Date: October 2021

Approved by:



Katie Cooper, Chief Executive Officer