

## POSITION DESCRIPTION

<b>Position:</b>	Senior Passenger Attendant
<b>Position No:</b>	Various
<b>Classification:</b>	SNRPA
<b>Directorate:</b>	Customer Service Delivery
<b>Division:</b>	Regional Management
<b>Reports to:</b>	Passenger Service Supervisor
<b>Location:</b>	Various
<b>Health Assessment Category:</b>	Category 2
<b>Date:</b>	February 2016

### ***Primary Purpose***

To deliver a high quality catering service on NSW Trains services while ensuring a high level of customer service is maintained in accordance with NSW Trains service standards. The Senior Passenger Attendant is responsible for maximising catering revenue ensuring catering facilities are operational and maintained in a clean and hygienic state in accordance with the NSW Trains Food Safety Program.

### ***Organisational Environment***

On 1 July 2013 NSW TrainLink was formed to serve regional communities in NSW. We brought together intercity and regional rail services and coach services into one organisation to focus on the needs of customers travelling longer distances.

Each year our customers make more than 34 million journeys across train and coach networks which extend to Brisbane in the north, Broken Hill in the west and Melbourne in the south.

In the coming years we will be getting ready to operate state's next generation train fleet for customers travelling from the South Coast, Blue Mountains, Central Coast and Newcastle to Sydney. Expected to be delivered from 2019, the new intercity fleet is a multi-billion dollar investment to provide improved levels of comfort, convenience and reliability.

The purpose of NSW TrainLink is to **connect people and communities throughout NSW** .....**people to choose us because we are a better way to go.**

We will achieve our purpose by focusing on activities that will deliver our Business Objectives of:

- **Growth:** The use of our services demonstrates the value we add to the community and secures our continued operation.
- **Safety and Security:** People will only travel with us if they feel safe and secure.
- **Engaged workforce:** Staff with the right skills and behaviours are able to deliver better customer experiences.
- **Cost effective service delivery:** We need to provide value for money for our customers, the community and government.
- **Transport Cluster outcomes:** We work with the Cluster to deliver improved transport outcomes for the community and economy of NSW.

As part of the Transport Cluster, NSW TrainLink is committed to the Transport for NSW purpose – To make NSW a better place to live, do business and visit, by managing and shaping the future of the whole transport system. The Transport Cluster values of Customer Focus, Collaboration, Integrity, Safety and Solutions define how we do things. So we can live these values we have a set of Customer First principles that provide guidance to our staff on how we work together to become a better way to go. We place the customer at the centre of everything we do, actively listening and engaging with customers. Specifically, our Customer First principles are:

1. **One Team** – We value each other and actively work together
2. **Choose Safety** – We take actions so everyone gets where they are going safely
3. **Presence** – We know ‘being there’ makes a difference
4. **In the know** – We listen and share our knowledge with our customers
5. **Own the solution** – We find and deliver flexible solutions for our customers

Every person works in a collaborative manner, as one extended team, each playing an important part in shaping the results that are delivered to our customers, the community and the economy.

### ***Reporting Relationships***

The Senior Passenger Attendant reports directly to the Passenger Service Supervisor.

### ***Key Accountabilities***

1. **Teamwork** – Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.
2. **Safety** – Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
3. **Ethics and Probity** – Promote and adhere to the Public Sector Values of Integrity, Trust, Service and Accountability, and the organisation’s Code of Conduct and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.
4. **Customer Service** –
  - a. Deliver catering services to NSW Trains customers efficiently and effectively in accordance with published procedures and customer service standards.
  - b. Follow guidelines and procedures to ensure food safety standards and requirements are met in relation to the receipt and carriage of food.

- c. Provide food and beverage service to NSW Trains customers.
- d. Ensure catering facilities are operational and maintained in a clean and hygienic state in accordance with the NSW Trains Food Safety Program.
- e. Communicate catering services and food availability to customers via announcements over the public address system.
- f. Ensure food and beverages in the café are displayed and presented to the highest standard.
- g. Provide ticket sale services to NSW Trains customers.
- h. Provide tray service as requested.

#### **5. Safety and Security –**

- a. Be actively responsible for the condition of food items loaded to trains and the control of this food and the café zone.
- b. Store, prepare and handle food according to menus, serving scheduled, the Food Standards, and the NSW Trains Food Safety Program.
- c. Enforce strict stock, revenue and personal accountability.
- d. In emergencies, work as directed by the Passenger Services Supervisor and/or the Driver.
- e. Render first aid when necessary.
- f. Execute safety responsibilities, authorities and accountabilities consistent with NSW Trains safety management system requirements which are defined in SMS document number SMS-02-RG-5058.

#### **6. People –**

- a. Supervise and direct Passenger Attendants engaged in catering service ensuring the service delivery is efficient, effective and in compliance with service standards, catering procedures, the Food Standards and the NSW Trains Food Safety Program.
- b. Demonstrate, coach and provide on the job training to onboard staff.
- c. Identify ineffective and/or improper work practices and formulate proposals for rectification/training. Report recommendations to the onboard Team Leader.
- d. Solve problems associated with the onboard service delivery and/or staff engaged in the catering service.
- e. Monitor and evaluate staff performance and effectiveness ensuring compliance to relevant policies and procedures.
- f. Maintain a high level of personal grooming and presentation at all times.
- g. Liaise regularly with the Passenger Services Supervisor.

#### **7. Finance and Administration –**

- a. Implement selling strategies, such as upselling, to maximise revenue.
- b. Conduct catering and sales revenue procedures including point of sale operations and catering remittances with full regard to ethical practices.
- c. Compile relevant documentation including revenue sheets, trip reports, stock sheets and defect notices.
- d. Undertake stocktake to attest that stock levels received from the catering supplier and returned to the catering supplier are accurate.
- e. Give a complete and accurate handover to incoming crew.
- f. Implement strategies to minimise food wastage and ensure all food wastage are attributed to the correct reason within the point of sale operations.

#### **Key Challenges**

- Being aware of the sensitivities of operating in a public sector environment

- Managing the expectations of a variety of different customers (both internal and external)
- Maintaining a professional image and providing quality customer service during difficult times and under adverse conditions
- Managing customer interactions to ensure a positive outcome
- Prioritising work to meet challenging situations and unforeseen circumstances
- Being aware and understanding that all decisions can have an effect on customer service and safety

### **Position Dimensions**

- *Staff (Direct):* Passenger Attendants when performing catering duties
- *Staff (Indirect):* 0
- *Budget:* n/a

### **Key Relationships**

This role will be required to interface on a regular basis with a number of groups including the following:

- On board Team Leader
- NSW Trains Operations (e.g. Daily Operations Contact Centre, TCAC)
- Catering officers
- Customer Service group
- Drivers
- Passenger Service Supervisor
- Passenger Attendants
- NSW Trains / Sydney Trains station staff
- Emergency Services (e.g. Police, Paramedics)
- Customers

### **Selection Criteria**

1. Qualified, or be suitable for qualifications, as a Passenger Attendant
2. High level customer relation skills, with a demonstrated capacity to deliver high standards of customer service
3. Demonstrated supervisory skills
4. Sound analytical, decision making and problem solving skills
5. Demonstrated ability to work in a team environment

## PERFORMANCE STANDARDS

Dimension	Performance Level
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Personal ownership over safety demonstrated through proactive risk based decision making</li> <li>• Safety results of self and team achieved</li> <li>• Target Zero principles and objectives communicated and initiatives implemented</li> <li>• Safety improvements realised through regular communication and interactions with team</li> <li>• Safety management system implemented and monitored for team</li> <li>• Investigations for incidents proactively managed and a resolutions achieved within designated timeframes</li> </ul>
<b>CUSTOMER</b>	<ul style="list-style-type: none"> <li>• Customer expectations mutually agreed through engagement with managers and team</li> <li>• Customer initiatives interpreted and communicated to the team and delivered at appropriate cost</li> <li>• Customer priorities improved through application of customer-first processes in the areas of timeliness, information, passenger safety and cleanliness</li> <li>• Performance monitored, communicated to the team and improvement opportunities identified and pursued</li> <li>• Feedback and initiatives solicited from team and customers, feasibility pursued and outcomes communicated back to team members (go or no-go)</li> <li>• Team held accountable for utilising agreed methods &amp; measures to produce reliable results</li> <li>• Delivered operational/technical/specialist information &amp; outcomes on time</li> </ul>
<b>PEOPLE</b>	<ul style="list-style-type: none"> <li>• Communicated, demonstrated and ensured commitment to enterprise vision and values and operational priorities</li> <li>• Displayed fairness, built trust and maintained respectful relationships through open lines of communication vertically and horizontally</li> <li>• Defined and delegated work to be done with adequate resources and progress measured</li> <li>• Team members had clear, current and measurable goals and objectives</li> <li>• Regular team briefings, 1:1 coaching and individual development plans enhanced team members' performance and raised the bar for the team to a consistent standard</li> <li>• High performance and team success celebrated and non-performance recognised, communicated to individuals/team and appropriate consequences respectfully actioned</li> <li>• Created real teamwork and idea sharing with direct reports, peers and manager</li> <li>• Enabled effective consultation through union interactions</li> </ul>
<b>COMMERICAL</b>	<ul style="list-style-type: none"> <li>• Goal setting, work plans, budget &amp; resource allocation aligned with plan &amp; Directorate goals</li> <li>• Early identification of budget variances enabled intervention</li> <li>• Financial processes and systems complied with</li> <li>• Prudent purchasing activities resulted in doing more with less</li> <li>• Appropriate rostering and scheduling reduced overtime and absenteeism</li> <li>• Short-term results achieved within budget</li> <li>• Quality and risk management processes implemented</li> <li>• Team met targets, due dates and quality standards</li> </ul>