



Position description

Title:	Office Administration Supervisor
Branch:	Train Operations
Status:	Full Time – 75 hours per fortnight
Location:	Belgrave
Reports to:	Group Manager Train Operations
Direct Reports:	Nil
Hours/Days of Work:	Monday to Friday – 8:00am to 4:00pm Weekend and after-hours work by prior arrangement.
Travel:	Some local travel is required
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

The position will oversee the administrative management and supervision of the Train Operations Branch, ensuring that the processes, policies, procedures, and systems are in place to operate the branch effectively, efficiently and smoothly. Administrative functions within the branch are to be regularly reviewed, enhanced, and changed to achieve and maintain required operation efficiency, compliance and to manage risk.

Key Duties & Responsibilities

Administration and Continuous Improvement

- Lead in the documentation, review and promulgation of policies, procedures and operating instructions to ensure a safe and legally compliant working environment
- Liaise regularly and provide support to the Traffic Superintendent and Locomotive Superintendent regarding resourcing and scheduling
- Liaise with People & Culture staff, ensuring operational team are compliant with health assessments, practical assessments and other compliance matters and ensuring all is appropriately documented

Supervision and Development

- Coordinate the Branch induction process with new employees and volunteers, ensuring training records are managed (including ongoing compliance and development training programs for those in department)
- Co-ordinate the Branch performance management program, ensuring personnel records are current, leave and timesheet documentation is accurate and completed in a timely manner
- Support the team in recruitment and selecting processes
- Lead in providing support, direction and mentoring to retain and build volunteering teams
- Record keeping and administration necessary for the management of work



Finance and supplier administration

- Control expenses by gathering and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions
- Manage supplier relationships, accepting and checking deliveries and ensuring stock is maintained
- Manage supplier communication including obtaining competitive quotes, sending purchase orders to suppliers, processing invoice paperwork for signing and processing EFT payments
- Manage supplier relationships for all areas of the Group such as special projects or various locations to ensure stock is maintained.
- Assist in the preparation and reporting of department budgets and financial management reports and monthly reporting
- Maintain an inventory of parts required for maintenance work, sourcing parts when and where necessary

General Administration

- Oversee and ensure the co-ordination of the diary / appointment management for the Branch leadership team, including but not limited to annual leave management, training attendance, volunteer program supervision
- Document and prepare papers for meetings as required
- Lead in the preparation, and enhance the standards, of departmental communications including newsletters, intranet, regulatory reports, Board reports and Sub-committee reports
- Manage database and accounts through data entry activity and entry, including but not limited to; safety inspections; incident reports
- Maintain records within the Group maintenance planning software i.e. recording maintenance, timesheets, preventive maintenance, etc.
- Safety oversight including testing and tagging, waste disposal; material safety data sheet management; contractor safety briefings for the workshop spaces as required.
- Fulfil the function of document library administration for the department
- General administration including but not limited to stationery management, petty cash oversight, oversee general housekeeping, key register upkeep, placing uniform orders, corporate printing
- Undertake research and other projects as directed
- Assist in ensuring that only registered volunteers are rostered and participating in activities at PBR
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Maintain behaviours in line with company values and demonstrate leadership in behaviours to your team at all times
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Other tasks and duties as requested

Key Competencies

- Strong organisational skills, with ability to prioritise and follow-through with tasks in a timely manner
- Enthusiastic and energetic advocate for continuous improvement
- Initiative to identify system and procedural improvements and suggest potential options for change
- Competent and clear verbal, written and IT communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable, with ability to problem solve, self-organise and multi-task
- Ability to work independently and under time deadlines
- Ability to work as a team & to lead by example
- Strong internal and external stakeholder communication skills
- Focus on internal and external service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks
- High standard of computer skills, specifically but not limited to the Microsoft Office suite



Qualifications & Experience Required

- Qualifications in office administration, basic accounting, diary management or similar looked upon favourably
- A minimum of 3 years' experience in a similar position
- Current Drivers Licence
- Previous experience as a warehouse, workshop manufacturing supervisor or similar position encouraged to apply
- Experience working in tourism, not for profit and volunteering sectors looked upon favourably
- An understanding of Puffing Billy's history and current business operations is desirable

Key Relationships

- PBR staff, volunteers, and visitors
- PBR Suppliers, vendors, and contractors
- External stakeholders including elected officers and senior management in public and private organisations

Health & Safety

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 15kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes



- Some weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safety and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants may be subject to unannounced drug and alcohol testing

Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee
Name: _____

Employee
Signature: _____ Date: _____

Approved By:	Peter Abbott	Date:	March 2022
Last Updated By:	Peter Essig	Date:	March 2022



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!