

Train Controller

Purpose

Train Control is critical to the safe and successful operation of the New Zealand rail network. The service provided is integral to the business of our customers in the bulk, import/export and domestic freight forwarding markets as well as our metro train and heritage operators.

Managing the movement of all trains and other vehicles on the rail corridor also includes directing access on the network for both the planned and unplanned network maintenance and recovery activities of our infrastructure and capital project teams to ensure safe operations and efficient and effective utilisation of the network.

Health and Safety is critical to how KiwiRail operates. Working and behaving with a focus on safety at all times will be key and will be demonstrated in the situational awareness you maintain when undertaking the responsibilities of your role.

Dimensions

Reports to:	Customer Service Delivery Manager On a day-to-day operational basis this role will report to the Network Control Manager
Responsible for:	Nil
Location:	Auckland Rail Operations Centre, Ellerslie
Budget:	Nil
Internal Contacts:	Locomotive Engineers KiwiRail Infrastructure Teams KiwiRail Engineering and Logistics Linehaul Service Manager and Terminals
External Contacts:	Metro Service Operators Contractors or any other parties granted access to the rail corridor Emergency Services Heavy Haulage Pilots of over-dimensional loads Farmers – stock movements



Key Accountabilities

Rail Network

- Manage the train plan and train running performance by directing the efficient movement of all traffic on the network.
- Managing crossings/pathways and maintaining the train control graph to record actual train running against the planned schedule.
- Correct application and adherence with safe working practices, processes, rail operating procedures, rules and regulations at all times.
- Maintain communication and liaison with adjacent train control areas to optimise the effective pathway of through/connecting trains.
- Access operating systems to obtain data on train weight/length/work to be performed and crewing arrangements.
- Ensure train work instructions issued by Bulletin are communicated and complied with.
- Maintain surveillance on crewing hours; consulting relevant rostering personnel when circumstances require variations to be organised and implemented to ensure Locomotive Engineer hours do not exceed allowable time parameters.
- Plot appropriate Bulletins, additional and cancelled trains.
- Maintain database of temporary speed restrictions based on information supplied from Infrastructure personnel.
- Issue appropriate operating authorities, in line with set rules and procedures, to execute planned and unplanned maintenance programs.
- Maintain timely train performance data in systems provided / clearly document work activities and maintain established file processes.

Recovery - Emergency Situations and Equipment Failures

- Act expeditiously when urgent situations arise on the network, ensuring Emergency Services are called to the scene, the NCM is contacted, and prompt recovery actions are put in place and managed with on-going and timely communication with the appropriate parties.
- Contact relevant personnel to deal with issues impacting the network - signals /communications/ infrastructure/ locomotives/ rolling stock/ freight.
- Immediately inform Network Control Manager (on shift 24x7) of all incidents/ irregularities/ train delays. Record these in the Incident Reporting system.
- Action requests from operating personnel to contact Police in the event of trespassers', vehicle incidents on the network, vandalism etc.

Safety, Health and Wellbeing

- Responsible for complying with all rail safety system standards, procedures and statutory requirements applicable to the role of a Train Controller.
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment.
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager.
- Adhere to KiwiRail's health and safety requirements and take responsibility for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.
- Report all accidents and incidents to the Network Control Manager immediately.

Customer Liaison

- Work collaboratively with all parties within the integrated rail management environment. This includes the Metro Service provider and their team members.
- Liaise with internal customers concerning matters affecting tonnage, connections, crewing, locomotive and any event impacting the training running schedule.
- Maintain regular contact with Terminal and Roving Shunting personnel to understand and provide their network activity access and operating requirements.
- High level customer focus based on collaboration with both internal and external customers to deliver optimum network performance and effective management of the rail corridor.
- To provide tactical options and decisions in collaboration with operators for train operations to execute the best possible operational plans – train running, worksite management, recovery options.
- To consult and take decisions that considers all customer needs and priorities.

Person Profile

Essential	Desirable
<ul style="list-style-type: none">• Customer Driven. Experience working in customer focussed roles meeting customer needs and expectations.• High level interpersonal skills with ability to relate and interact with individuals across diverse job settings.• Attention to detail with ability to apply set rules, procedures and observe critical work practices.• Ability to remain calm and focussed under pressure.• Self-driven with ability to work independently but is constructive, collaborative, and supportive within a team context.• Clear and concise communication skills, enabling others to understand and follow instructions given without issue.• A multitasker who sees the big picture and can make sound judgement and problem solve effectively.• Agile and able to prioritise work activity and pivot without indecision when necessary.	<ul style="list-style-type: none">• Experience in the Rail Industry.• A background in logistics / people / freight movement.• A good geographic knowledge of New Zealand.