

Position description

Title:	Train Services Manager
Group/Branch:	Operations
Status:	Full Time
Location:	Belgrave (and other sites on PBR Rail corridor)
Reports to:	Group Manager Operations
Direct Reports:	Planning & Delivery, Workforce Capability
Hours/Days of Work:	Usually Monday to Friday with some weekend and after hours work by arrangement Flexibility with hours and days of work will be required by arrangement due to operational requirements. Authorised additional hours worked will be taken as time off in lieu
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and periodic checks as per policy Completed Category 3 National Standard for Health Assessment of Rail Safety Workers

Job Purpose

The Train Services Manager is responsible for the effective, compliant and sustainable management of train timetabling, rolling stock movement and workforce resource and capability. The position ensures the successful delivery of train services to support Puffing Billy Railway's visitation objectives.

This position provides key oversight and influence in the planning, management and delivery of rail operations, ensuring compliance with Rail Safety National Law, Puffing Billy Railway Rules and General Instructions and Safety Management System.

Key Duties & Responsibilities

- Manage the Train Services function as an integrated organisational capability, ensuring rail operations are governed, resourced and delivered in alignment with Puffing Billy Railway's strategic objectives, safety obligations and visitor experience standards.
- Manage rail operations planning and delivery, including train movements, timetabling, rollingstock utilisation and operational readiness, ensuring safety, reliability and service quality outcomes are achieved.
- Manage rail operations workforce planning, rostering, capability development, performance and succession.
- Establish and maintain robust rail safety, governance and compliance frameworks that ensure adherence to the Safety Management System, safeworking rules, accreditation conditions and applicable regulatory requirements.
- Manage the development, implementation and continuous improvement of rail operational procedures, work instructions and assurance systems that support safe, consistent and compliant rail operations.
- Maintain accountability for ensuring that all safety-critical rail operational roles are undertaken only by appropriately qualified, competent and authorised personnel.



- Manage rail operational risks, incident response, investigation and reporting processes, ensuring learnings are embedded and continuous improvement outcomes are achieved.
- Monitor, analyse and report on rail operations performance, risks and trends, providing informed insights and advice to senior management to support sound decision-making.
- Embed a strong safety-led, professional and accountable operational culture that supports workforce engagement and operational excellence

General

- Oversee and ensure that only registered volunteers are rostered and participating in activities at PBR that this position is overseeing
- Maintain a Child Safe environment including reporting responsibilities and procedures (note: this position may have direct contact with children)
- Actively participate in continuous improvement activities, including learning and development and performance management programs
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Superior verbal and written communication skills
- Strong analytical and problem-solving skills
- Computer literacy in (among others) MS Word, Outlook, Excel and Power Point
- Strong collaborator with ability to implement evidence-based solutions
- Strong organisational skills with the ability to prioritise competing operational demands.
- Leadership, team building and mentoring skills.
- Strong communication, interpersonal and conflict resolution skills.
- Organisational, planning and documentation skills.
- Ability to adapt to changing operational, regulatory and organisational priorities

Qualifications & Experience Required

- Minimum Certificate IV qualification (preferably in Rail Operations Management, Rail Safety Management or Safety Management Systems)
- Proven experience managing rail, transport or logistics operations
- Proven experience working with regulatory reporting and safety management frameworks
- Knowledge of railway safeworking systems and operational procedures desirable
- Proven experience managing teams
- Experience managing volunteers desirable

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

- Ensure compliance with Puffing Billy Railway’s Safety Management System.
- Identify, assess and manage operational risks within operations.
- Ensure employees and volunteers are trained, supervised and equipped to work safely.
- Promote safe work behaviours and act as a role model within the organisation.
- Ensure incidents are reported and investigated in accordance with organisational and regulatory requirements.
- Ensure all operational equipment and plant are maintained and used safely.
- Ensure adherence to OHS policies and procedures, maintain relevant knowledge.
- Consult with employees and H&S representatives.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 10kg) • Gripping, holding, clasping with fingers/hands. 	<ul style="list-style-type: none"> • Hand/arm movement i.e. clasping, reaching. • Walking on uneven surfaces. • Sitting at a workstation • Responsibility for the safety of others.

Additional Notes

- Flexibility regarding availability and responsiveness is required, to support the organisation’s needs.
- PBR 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 Safe 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	
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Approved By:	CEO	Date:	April 2026
Last Updated By:	Group Manager Operations	Date:	April 2026



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!