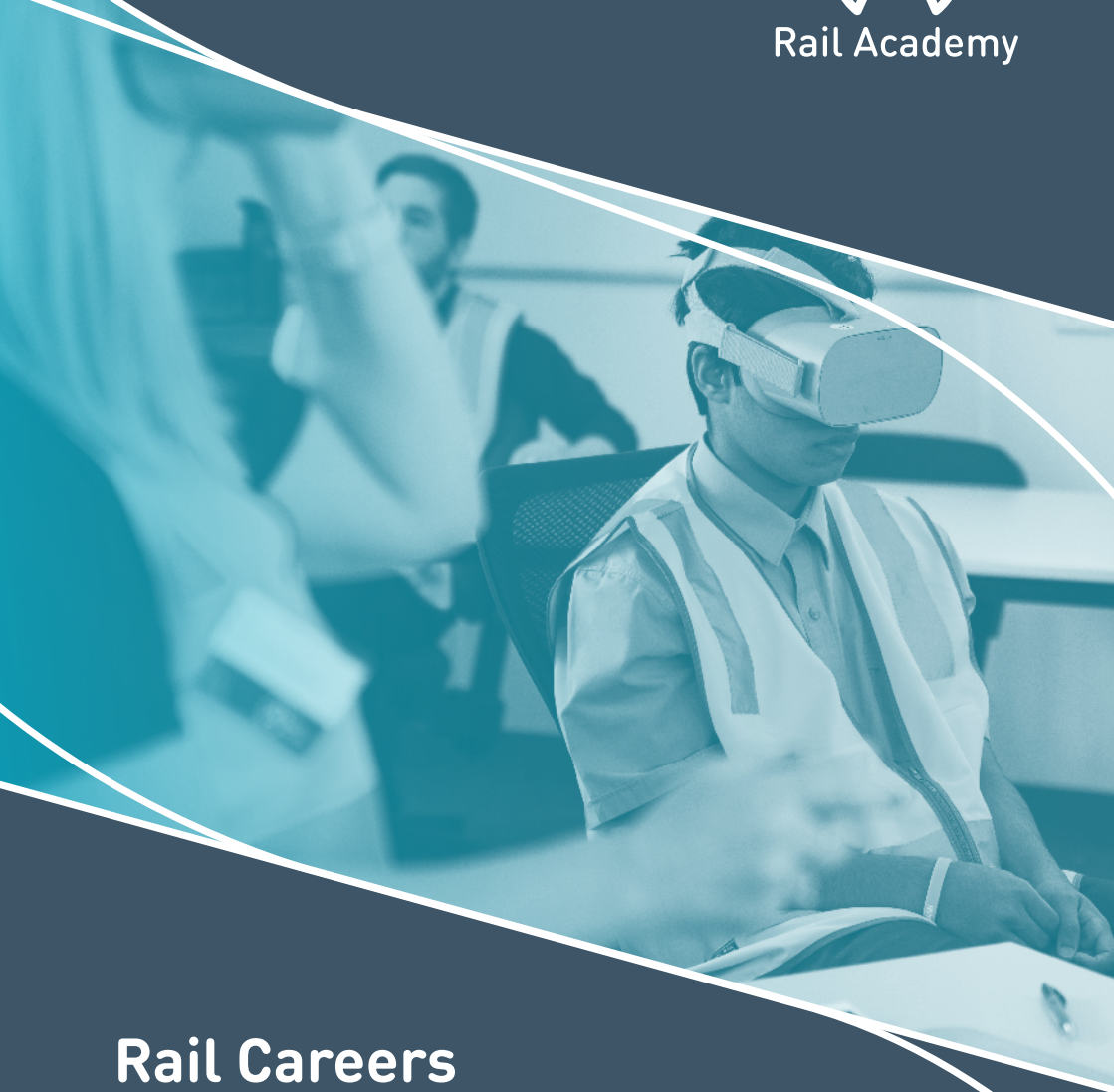




Rail Academy



Rail Careers
JOB ROLES
ACTIVITY BOOK



Instructions and overview

The Job Roles Activity Book offers an overview of the many opportunities available when considering a career in the rail industry.

The Rail Careers fact sheet has some of the many roles available in the streams of: Operations, Customer Service, Infrastructure, Rolling Stock and Corporate Specialist.

Case studies

Select the job role example and match this to the student profile using the stream job factsheet as the guide.

How to use this activity book

Step one

p.4-5

Read the **Student profile** case studies:

- Alex
- Blake
- Charlie
- Jamie

Step two

p.6-9

Read the **Job role** case studies:

- Infrastructure
- Rolling Stock
- Customer
- Operations

Step three

p.4-9

Match each student to the suitable role.

Step four

p.10

Check your job matching skills on the **Answers** page.

Student profile

Alex

Alex is in year 9 and enjoys being part of a school sports team and feels motivated when outdoors. Alex also started playing soccer as part of a summer activities program and was named team captain and is responsible for influencing the game. Alex is keen to finish high school, go onto further study and earn an income. Alex has a family friend that is a skilled tradesman and thinks the variety would be interesting and require physical fitness.

Student profile

Blake

Blake recently volunteered at a robotics competition as a robot inspector. Blake really enjoys learning new things and wants to go to University. This student enjoys the problem solving and reasoning of mathematics, and the design process used to create ideas in visual communication design.

Student profile

Charlie

Charlie is in year 11 and works part-time at a local fast food restaurant. Charlie works in the kitchen preparing food and at the front counter helping with the ordering process, handling cash and cleaning the restaurant. Charlie enjoys working because it is really fast paced and you are constantly on your toes.

Student profile

Jamie

Jamie is a gamer and enjoys playing strategic computer games that focus on skilful thinking and logistical challenges. Jamie uses a calendar to schedule in games with friends and keeps a diary to stay organised. Jamie has good memory recall and hopes to join a local Surf Lifesaving club, having memorised standard patrol practices.

Job role 1

Signal technician

The role itself – A signal technician installs and maintains complex rail signalling, level crossings and communication systems used to control train movements while ensuring safe and efficient operations of the rail network. They also carry out routine maintenance and tests on the signals and track points. They are the main point of contact when responding to breakdowns and faults.

Characteristics about the role – Team player, have excellent problem-solving skills and the ability to make decisions under pressure. Have a passion for electronics and computer networking, the ability to multi task and be keen to take on various tasks as requested. Be flexible to work on a roster, and overtime as required.

Job role 2

Rail engineer

The role itself – Rail engineers are responsible for installing and maintaining mechanical and electrical systems in railway machinery, equipment, train engines and passenger carriages. To become an engineer, you need to have a tertiary qualification (bachelor degree or higher) in civil or mechanical engineering.

Day-to-day work of rail engineers can be different depending on their area of expertise. This can include locomotive/wagons (mechanical engineering), signal and overhead wiring (electrical engineering), the track (civil engineers) or communications (electronics engineering).

Characteristics about the role – Enjoy operating in a dynamic environment and facing new challenges. They need to take responsibility for their work, take briefs, take initiatives, enjoy solving technical problems, develop designs and work with technical and safety standards. You must also have a strong regard for safety.

Job role 3

Customer service attendant

The role itself – Customer service attendants are the 'face' of most rail organisations on stations or on specific platforms in metropolitan areas. Typical duties of customer service attendants include: providing customers timetable and platform information, selling tickets, attending ticket barriers, inspecting the station environment and reporting anomalies such as graffiti on station walls. They also document and respond to complaints and 'lost and found'.

Characteristics about the role – Have strong interpersonal and communication skills and the ability to quickly identify passenger requirements. Being able to communicate in languages other than English is helpful, especially in the cities. A good knowledge of the network including routes, connections (e.g. bus and ferries) and ticket systems is required. Must have a positive customer focus and a strong regard for safety.

Job role 4

Train controller

The role itself – Train controllers manage an area of track and authorise all activities that take place on that part of the railway including the work on contractors. They also ensure that trains arrive on time and without incident. If an incident does occur, they need to make sure everything is safety and gets back on track. They liaise with other employees and check that safety standards are maintained.

Characteristics about the role – Train controllers need high-level communication skills, critical thinking, strong problem-solving skills and the ability to work under extreme pressure and in emergency situations. Must have good memory for learning safety procedures and regulations and be able to concentrate for long periods on detailed information. They have a high degree of personal and decision-making autonomy.

Answers

Alex - Infrastructure / Signal Technician

Alex could be a great signal technician. As a key team player, Alex's experience as a team captain would be beneficial in being a main point of contact when breakdowns or faults occur. Signal technicians require further specialised study, which Alex expressed interest in doing. Signal technicians are required to be hands-on, and Alex's interest in trade work would align well with this requirement.

Blake – Engineering / Rail Engineer

Blake could consider a career as a rail engineer. This role is highly technical and does require tertiary education. Blake has expressed an interest in attending university and could consider studying civil or mechanical engineering to be fit for this role. Blake's interest in problem solving, mathematics and design would be appropriate for this role as this role can be challenging and requires solving technical problems and developing specialised designs.

Charlie – Customer / Customer Service Attendant

Charlie's skills and experience could be beneficial for a customer service attendant role. Charlie's interpersonal and communication skills developed from working at the local fast food restaurant would be beneficial to the customer service attendant position as it is essential that attendants deliver a positive customer experience.

Jamie – Operations / Train Controller

Jamie may be interested in pursuing a career as a train controller. Train controllers are required to be able to address logistical challenges and be skilful thinkers when managing areas of railway, two characteristics which Jamie displays. Jamie's organisation and strong memory recall will be beneficial to the role, as train controllers are expected to learn safety procedures and regulations and be able to focus on detailed information for long periods of time.

Rail Careers




Jump on board and discover for yourself the enormous range of jobs and career opportunities open to you.

OPERATIONS	CUSTOMER	INFRASTRUCTURE	ROLLING STOCK	CORPORATE SPECIALIST
Train Crew Train Driver Trainee Train Driver	Station Staff	Leading Hand	Rolling stock professionals	Business Analyst (eg HR, IT, Fin, MSR, Payroll)
Shunter	Booking Clerks	Track/Civil/Signal supervisors	Fleet Engineer	Office based staff & Administrative
Conductor	Customer Service Assistant/ Supervisor	Gangers - Track		Auditors
Yard Masters	Authorised Officers	Bridge & Culvert Inspectors	Graduate Engineer	Investigation Professionals
Network Planning	Communications Advisor	Plant, Machine and Road/Rail Vehicle Operators	Electrical and Mechanical Maintainer	Accountant Professionals
Train Controller	Call Centre	Plant & Machine Mechanic	Rolling Stock Maintenance apprentice	Stations & Facility design professionals
Network Controller	Passenger services coordinator	Way Maintainers	Preventative maintenance technician	IT Professionals
Signaller	Community Engagement	Signal Maintenance technician	Corrective maintenance technician	Contracts & Access Professionals
Safeworking and systems professional	Station Manager	Signal Maintenance technician apprentice	Production Planner	Purchasing & Sourcing Professionals
WHS professional	Train buffet operator	High Voltage technician	Operations Analyst	Industrial Relations Professionals
Environmental & Sustainability professional	Information officer	Track protection officer	Testing & Commissioning technician	Project Manager

OPERATIONS	CUSTOMER	INFRASTRUCTURE	ROLLING STOCK	CORPORATE SPECIALIST
Security Professional	Passenger assistant	Track lookout	Mechanical Fitter	Human Factors specialist
Vegetation Control	Presentation Service Attendant (Cleaning)	Labourer	Certification and Standards Engineer	Diversity & Inclusion professional
Charter Bus driver	Graffiti removal	Welder	Project Engineer – Track renewals	Learning & Development Professionals
Timetable officer		Site supervisor	Quality Advisor	Change management specialist
Safety and Compliance Manager		Overhead linesman	Structural Engineer	Marketing professionals
Roster Officer		Hand signaller	Civil Engineer	Inventory controller
Yard Support Officer		Substations and protection system technical lead	Acoustician (acoustic engineer)	Accessibility Operations
Planner and Scheduler		Signalling Design Manager	Engineer – Stabling & Stations	Procurement specialist
Completions Coordinator (asset handover)		Life cycle asset management	Reinforcement Engineer	Recruitment consultant
		Traffic control managers	Concrete Engineer	Business Resilience advisor
		Plant Inspector	Early works Engineer	Risk Advisor
		Civil Foreman	Operational Control System Manger	Digital business analyst
		Production operator – precast & concreting		Workplace relations consultant
		Signal Engineer		Policy and stakeholder advisor

OPERATIONS	CUSTOMER	INFRASTRUCTURE	ROLLING STOCK	CORPORATE SPECIALIST
				Bid/Tender Professional (Lead estimator)
				Health and Safety Advisor
				Legal Counsel
				Technical trainer/assessor
				Graphic Designer
				Land and Property Advisor
				Simulator specialist
				System integration specialists
				Document Controller
				People Services Support Officer
				Quality Assurance and Systems advisors
				Project Engineers

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