



Position Description

<u>POSITION TITLE:</u>	Tram Driver
<u>LOCATION:</u>	Bendigo Tramways Depot
<u>EMPLOYMENT STATUS:</u>	Full time and Part time
<u>CLASSIFICATION:</u>	Grade 3
<u>REPORTS TO:</u>	Tramway Operations Coordinator
<u>REVIEWED:</u>	September 2020

OUR ORGANISATION

Bendigo Heritage Attractions (BHA) is responsible for managing, maintaining and promoting three of Bendigo's most significant heritage assets, including Central Deborah Gold Mine, Bendigo Tramways and the Bendigo Joss House Temple.

The Board, management, employees and volunteers at BHA are passionate about preserving and sharing the fascinating stories of each of these authentic attractions with the many thousands of visitors – from all over Australia and the world – who visit Bendigo each year.

The nature of our business also requires that we maintain numerous rare skills within the areas of heritage vehicle restoration and heritage mine maintenance. As a result, BHA is well known as specialists in these fields.

Bendigo Heritage Attractions is the trading name for The Bendigo Trust, a not-for-profit organisation formed in 1970.

OUR VISION

To be the most inspiring heritage story in Australia.

OUR MISSION

We will preserve, showcase and operate living heritage assets which enrich Bendigo's cultural soul.

OUR ATTRIBUTES AND PRINCIPLES



PRIMARY OBJECTIVE

The primary objective of the Tram Driver is to ensure passengers have an enjoyable and informative tram tour experience and to operate the tram in a safe and timely manner.

KEY RESPONSIBILITIES & DUTIES

- Assist in the conduct of tram tours on a rostered basis;
- Keep to the timetable / on-time running;
- To maintain all requirements of accreditation as a driver;
- Provide enjoyable, knowledgeable and accurate information to visitors and groups;
- Provide a short introduction to the Tram Depot each trip while the tram is at the Depot;
- Be able to conduct full guided Tram Depot and Workshop tours as required;
- Present a clean, tidy and uniformed image;
- Ensure all passengers have a valid ticket;
- Be able to work as part of a team;
- Be responsible for the safe operation of the tram under your control as detailed in the Drivers Manual;
- Comply with OH&S requirements and BHA
- Policies and Procedures.

SKILLS SELECTION CRITERIA

- Excellent verbal communication skills, including being able effectively communicate and engage with a wide range of people of all ages, cultures and abilities and people whose first language is not English;
- Ability to conduct full guided Tram Depot and Workshop tours as required;
- Excellent customer service skills and experience;
- Sound organisational skills and the ability to manage groups of all ages and backgrounds;
- Sound time management ability including being able to modify tasks to overcome unexpected delays;

- Good literacy and numeracy skills;
- Good knowledge of Bendigo, its history, attractions and heritage assets;
- Attention to detail, vigilance and good intuition;
- Ability to follow procedures accurately, effectively and efficiently;
- Ability to keep calm and work under pressure in varying conditions with strict time constraints.
- Ability to manage emergencies and unforeseen circumstances.

SPECIAL REQUIREMENTS

Current Australian drivers licence

Rail Safety Worker Medical Category 1 (provided)

NATURE OF THE WORK

This position involves a high amount of concentration with personal engagement with visitors being a key component. The incumbent will generally be seated behind “the wheel” of the tram. The incumbent will be required to assist with customer service duties and will be working outdoors in all weather conditions. A good level of fitness is required.

PRE-EXISTING MEDICAL CONDITIONS

The nature of the work involved in this position has been outlined in this Position Description (and will be at the interview). Prospective employees for this position are requested to disclose any pre-existing injury or disease of which they are aware which they could reasonably be expected to foresee could be affected by the nature of the work involved.

If a worker fails to disclose, or makes a false or misleading disclosure, any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with the employer does not entitle the worker to compensation under the Act. (Accident Compensation Act 1985 - Part IV, S.82, subsections (7) and (8).)

UNIFORM AND DRESS CODE

Uniforms provided.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE REQUIREMENTS

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and control.
- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Coming to work in a fit condition.

Bendigo Heritage Attractions has a policy of no smoking in the workplace in line with current health and safety practice.

Bendigo Heritage Attractions is committed to a zero tolerance of alcohol and illicit drugs in the working environment, and will take all practicable steps to endeavour that all persons reporting for, or on duty have a zero blood level for alcohol and illicit drugs and are not impaired by other drugs.

PAY AND CONDITIONS

According to the current Enterprise Agreement.

Bendigo Heritage Attractions Enterprise Agreement 2017

All new employees will be required to sign an employment offer acceptance and will be made aware of the Staff Policies & Procedures that they will be required to comply with during their employment. A copy of the Enterprise Agreement will be made available.

HOURS OF WORK

This position is Full time or part time and duties are carried out seven days per week.

Bendigo Heritage's attractions are open seven days per week, every day of the year except Christmas Day and Tram drivers are required to be reasonably available to work on Weekends and Public Holidays.

HOW TO APPLY FOR THIS POSITION

Applications that include your resume and covering letter outlining your interest in the position should be sent by post or email to:

Faye Gair
Human Resources & Governance Manager
Bendigo Heritage Attractions
76 Violet Street
Bendigo Vic 3550

E: faye.gair@bendigoheritage.com.au

Applications close at 5pm on Tuesday 20th October, 2020

TO ENQUIRE ABOUT THIS POSITION

Contact Luke Treble, BHA Operations Manager

T: 0434 160 185

E: luke.treble@bendigoheritage.com.au