



Position Description

POSITION TITLE:	Tram Driver
LOCATION:	Head Office (76 Violet St, Bendigo)
EMPLOYMENT STATUS:	Casual
CLASSIFICATION	Grade 2
REVIEWED	May 2022

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 OPERATIONAL VALUES



OUR SAFETY CULTURE VALUES



PRIMARY OBJECTIVE

Tram Drivers are a vital point of contact for tram passengers making them an ambassador for BHA and Bendigo as a whole. The tram driver ensures that their passengers have an enjoyable and informative tram tour experience and operates the tram in a safe and timely manner.

KEY RESPONSIBILITIES & DUTIES

- Be responsible for the safe operation of the tram under your control as detailed in the Drivers Manual
- Maintain all requirements of accreditation as a driver
- Assist in the conduct of tram tours on a rostered basis
- Keep to the timetable / on-time running
- Provide enjoyable, knowledgeable and accurate information to visitors and groups
- Present a clean, tidy and uniformed image
- Ensure all passengers have a valid ticket
- Be able to work as part of a team
- Comply with OH&S requirements and BHA Policies and Procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Customer Experience Manager
Liaison/internal liaison:	Other team members. Other BHA staff
External liaison:	Members of the public

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
- 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
- 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
- Good knowledge of Bendigo, its history, attractions and heritage assets.

SPECIAL REQUIREMENTS

Current Australian Driver Licence

Rail Safety Worker Medical Category 1 (provided)

Working with Children Check

TRAINING

Comprehensive tram driver training is provided on the job and will consist of theory and practical demonstrations. After successfully completing training and passing an examination the Infrastructure & Compliance Coordinator will issue a Tram Driver competency certification.

NATURE OF THE WORK

This position involves a high amount of concentration and personal engagement with visitors is a key component. The incumbent will spend the majority of each shift driving the tram, often standing up. 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.

WORKPLACE HEALTH AND SAFETY

All BHA personnel 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

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

Tram Drivers are to present a neat and professional image and are expected to wear full Bendigo Tramways uniforms for the duration of their shift. Uniforms are provided by BHA and staff are responsible for ensuring their uniform is maintained in good condition and presentable. Uniforms are to be returned to BHA at cessation of employment.

PAY AND CONDITIONS

According to the current Enterprise Agreement - *Bendigo Heritage Attractions Enterprise Agreement 2022*

HOURS OF WORK

This position is casual 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.

POSITION DESCRIPTION DISCLAIMER

Responsibilities stated herein reflect the primary functions of this job and should not be considered as an exhaustive list of duties.

HOW TO APPLY FOR THIS POSITION

(see next page)

HOW TO APPLY FOR THIS POSITION

Apply via SEEK. Applications must include covering letter and resume. Address applications to:

Mrs Faye Gair
Human Resources & Governance Manager
Bendigo Heritage Attractions

Applications close at 9am on Tuesday 14th June, 2022

TO ENQUIRE ABOUT THIS POSITION

Contact: Faye Gair

T: 5443 8117

E: faye.gair@bendigoheritage.com.au

ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read and understood its contents. I acknowledge and agree that the above position description is a true and accurate description of this position.

Employee name Signature

Date

Manager's signature

Date