

# Citytrain Graduate Program

## Frequently Asked Questions

### What is the opportunity?

Queensland Rail is looking for motivated, passionate and professional graduates to join our Citytrain business.

### What is the Graduate Program?

Our Citytrain Graduate Program is a two year, rotational program that will give you time to learn and develop the professional and leadership skills you'll need to contribute to Citytrain's future success. This is a unique and rewarding experience, where your journey through Citytrain will be supported by a mentoring network, a 'fit for the future' development program and leadership training.

Specifically, you will receive:

- Individual support from the dedicated graduate coordinator
- Regular reviews and performance feedback
- Rotations every three to six months as part of the two-year rotation plan
- Formal leadership and professional development skills training
- Mentoring program

### Why choose Queensland Rail?

Queensland Rail recognises that its 6,800 employees are its greatest assets. The organisation is committed to ensuring its workplace is a safe, inclusive and enjoyable environment where our people work together to help achieve its strategic and operational objectives. There has never been a better time to consider a career in rail with substantial investment in new trains and infrastructure that will benefit our customers, the community and industry to meet future demand.

The Queensland Rail business includes:

- Citytrain
- Travel & Tourism
- Customer Service & Innovation
- Network
- Projects
- Safety, Risk & Assurance
- Commercial & Strategy, and
- People and Culture

which comprise of a diverse range of roles and career opportunities. Join our team to work in a safe, innovative environment, with the opportunity to work on industry leading projects and to achieve your own career aspirations.

### What is Citytrain?

With more than 53 million yearly customer trips and 152 stations spanning South East Queensland, the Citytrain network plays a key role in keeping the region moving each and every day. Citytrain aims to deliver outstanding service to our customers while preparing for the exciting changes that Cross River Rail and associated projects will bring to South East Queensland over the coming years.

## What teams and activities are in Citytrain?

In Citytrain, we work in a dynamic, fast paced environment where no two days are the same. Our activities include:

- An Operating Assets team which manages and maintains a fleet of over 200 trains and ensures they are ready for service every day.
- The Train Service Delivery team, with depots from Cairns to Robina and Roma to Shorncliffe, is responsible for training, managing and deploying train crew for Citytrain and long distance services.
- The Rail Management Centre and Operations team controls the movements of all trains on the network as well as timetable planning and management.
- Our station staff deliver outstanding customer service to thousands of customers every day, while our Security & Emergency Preparedness team make sure our customers and staff are safe on their travels.
- Our frontline operations teams are supported by technical and professional specialists in safety, risk and assurance amongst other disciplines.

## What knowledge and skills will I develop?

The Citytrain program focuses on building your business knowledge and your analytical, collaboration and leadership skills for the future.

It will provide you with a host of practical skills, as well as in-depth knowledge of working in specialised fields such as project management and business improvement, leading teams and people management, safety and risk management, customer service and communication.

As Citytrain teams cover diverse disciplines you will get wide ranging, hands on experience over the two years. For example, one rotation could find you learning about the complexities of rostering over 1,000 train crew staff based in geographically diverse depots; in a Rail Management Centre rotation you could be helping to ensure customers are receiving accurate information about services during disruptions; if you're in the Emergency Preparedness team you could be working on planning exercises with third party stakeholders.

In each rotation you will be supporting business as usual and initiative/project activities. This could involve research and analysis, writing reports or recommendations, liaising with internal or external stakeholders, coordinating meetings, and contributing to continuous improvement initiatives.

## What degree do I need?

Our Graduate Program is open to any Graduate who has obtained a Bachelor Degrees (qualification must be recognised within Australia) within the last two to three years. For the Citytrain Graduate Program, your field of study is less important than your attitude and aptitude.

If you are interested in more technical specific roles, keep an eye out for Queensland Rail's specialist graduate engineering programs.

## How many positions are available?

We are looking for recent graduates who have obtained a Bachelor Degree. You must be able to commence work in February 2021

More details on the Citytrain Graduate Program can be found in the Position Description including key selection criteria.

## Is Queensland Rail an Equal Opportunity Employer?

Queensland Rail is an equal opportunity employer and supports diversity and inclusion across the organisation. We strongly encourage women, Aboriginal and Torres Strait Islander people, people with disability, people from non-English speaking backgrounds, members of the LGBTIQ+ community and members of other diverse groups to apply.

## What is the superannuation?

QSuper is the compulsory superannuation provider for all Queensland Rail employees. Permanent employees join the QSuper Accumulation Plan which allows you to actively participate in the growth of your super and select investments that suit your attitude to risk and return. Fixed term employees have the option to join this plan.

Queensland Rail will make an employer contribution up to 12.75% based on a 5% employee contribution. You can reduce your contribution to as low as 2% of your salary and receive the corresponding lower level of employer contributions.

Fixed term employees who do not want to make a compulsory contribution will default to the Non-contributory Rail Super plan.

## What career progression opportunities are available?

Queensland Rail is a large and fully integrated infrastructure business with a diverse range of jobs and career opportunities. Over the two year program, you will learn and develop professional and leadership skills needed for future success. You will also have the opportunity to learn about other functions in Queensland Rail beyond Citytrain.

The graduate program will give you a broad understanding of Queensland Rail's operations, and an opportunity to develop a wide personal network of professionals across the company.

At the end of the two year program, using your experience across the rotations, we will work closely with you to identify the Citytrain team where you can continue your professional development in a full time role.

All Queensland Rail employees are also able to apply for internal vacancies which can lead to a wide variety of career pathways and opportunities to meet your career aspirations.

## What benefits do Queensland Rail employees receive?

These positions are covered by the relevant Queensland Rail Enterprise Agreement as well as other internal policies which provide great benefits for employees. Examples include flexible working opportunities, ability to buy extra leave, salary sacrificing and more!

Employees are issued with a Home and Duty pass which provides free rail travel when travelling to and from work for duty. Please note this pass is NOT for travelling at other times. Employees are also eligible to apply for a range of other Employee Rail passes including special rates for off-duty travel for employees and their partners/dependents, discounted long-distance travel rates and also the Kuranda Scenic Rail.

## What is the recruitment and selection process for this role?

The key stages and order of the selection process are outlined below. If invited, candidates must be able to attend each stage as required by Queensland Rail to be considered for the role. Panel interviews and the Assessment Centre will be held in May 2020.

### **Step 1: Online Application**

All candidates must submit an application online. Your application should consist of a current CV or resume and a covering letter. The covering letter must explain why you are interested in the Citytrain Graduate Program and how you will contribute to our future success.

### **Step 2: Video Screen**

Short listed candidates will receive an invitation via email to complete a short video screening. Candidates complete this activity in their own time by recording answers to questions that appear on the screen.

### **Step 3: Panel Interview**

Panel interviews will be held at one of our Brisbane offices located in Edward Street. The interview will last for approximately one hour and will include competency based questions designed to assess candidates' demonstrated previous experience, key skills required for the role and fit for the organisation.

### **Step 4: Assessment Centre**

The Assessment Centre will be held at one of our central Brisbane offices located on Edward Street. This will consist of an information session and a group exercise. Invited applicants will be assessed throughout the session on key skills and behaviours as they relate to this position and Queensland Rail.

Participation does not guarantee progression to the next stage. Upon completion of the assessment centre, you will be advised of the outcome by email and will be provided contact details to request feedback if required.

### **Step 5: Reference Checks**

You will need to be able to provide contact details of two professional referees. Referees must be people who you have reported directly to in a work or community situation, or a university supervisor/lecturer within the past three years.

### **Step 6: Alcohol and Other Drugs (AOD) Screen**

All external candidates must complete and return a negative alcohol and other drugs screening test.

### **Step 7: Offer of employment**

Successful candidates will be offered a position by phone with a formal letter of offer sent out by email. You will be required to review, accept and return this offer of employment.