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| A | **Post Details** |
|  | Job Title: | TSSSA & 377 Contract Manager | Function: | Engineering |
|  | Location: | Ramsgate | Unique Post Number: |  |
|  | Reports To: | Fleet Manager Mainline | Grade: | MG2 |
| B | **Purpose of the Job** |
|  | Ensure that Alstom deliver their obligations in accordance with the Technical Support and Spares Supply Agreement (TSSSA).Work with internal stakeholders to ensure Southeastern complies with its obligations in accordance with the TSSSA and prevent exposure to unnecessary loss.Secondary responsibility for managing the 377 fleet on lease from GTR acting as the point of contact within Southeastern for all proposed Engineering Changes, review all Damage and Vandalism work requests, delay minutes and MTINS.  |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10C11C12 | Responsible for the day-to-day commercial administration of the TSSSA, including acting as the Southeastern representative at the Monthly Contract Progress Meeting, as allowed for in the TSSSA.Develop and maintain a suite of KPIs, to measure both contract performance and progress against business objectives providing information to stakeholders. Through an effective KPI review process produce reports on TSSSA activities and results communicating these through the team and company, identifying and implementing action plans to improve delivery where opportunities exist.Manage the performance regime within the TSSSA for the provision of spares and train reliability on behalf of Southeastern.Ensure Alstom resources are correctly utilised to achieve a continuous improvement in the reliability of the units.Monitor the hours used for the above to ensure contracted volume is provided every period.Ensure that any Additional Off Site Support usage is only used to deliver outputs in addition to those that are covered by the contracted volume requirements. Plans for this usage must be provided and agreed with Alstom as per the TSSSA.Maintain records of mileages run and provide details as required for billing purposes.Produce and manage Variation Proposals in accordance with the contractual requirements and provide the required details to allow Major Contracts to generate Variation Orders.Ensure Alstom keep auditable records of the performance of its obligations under the TSSSA.Responsible for ensuring all Engineering Changes proposed for 377 units are reviewed and have gained the correct internal authorisation before implementation.Responsible for reviewing all Damage and Vandalism work requests to ensure that they are correctly classified as Damage and/or Vandalism and that the costs are appropriate for the repairs undertaken.Collate accurate records of all technical failures and agree attribution with GTR to allow Southeastern to raise invoices for liquidated damages when appropriate. |
| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes | **P** | No |  |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | **P** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | **P** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes | **P** | No |  |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes |  | No | **P** |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | * N/A
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| E | **Decision making Authority** |
| E1 | Accountable for day-to-day contract management decisions affecting Alstom delivery of the TSSSA. |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1 | Establishing root cause of incidents with information provided and then reaching agreement with Alstom, GTR or Southeastern colleagues.Developing effective working relationships with a wide variety of stakeholders with differing needs. |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These areWe care passionately about our people and passengers* + we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment

 We aim to be the best* + we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities

We make the difference together * + we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals

We also have identified behaviours required to be successful in leading Southeastern. The Leading Southeastern framework details **how** we should be behaving in order to drive up performance to deliver **85%**. All shortlisted candidates seeking promotion will be assessed against this framework.The job demands the following blend of experience/knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/ or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)Must have a good level of knowledge of T&RS Engineering and standards.Must have a minimum of 3 years railway technical/ management experience.NVQ Level 3 or equivalent.Must hold current PTS Certificate.  |
| G2 | Skills (including any specific safety critical competencies) Ability to negotiate and develop robust contractual working relationships.Proven ability to communicate and influence.Good personal organisational skills.Customer focussed with strong business awareness.Good statistical analysis and numeric skills. |
| G3 | Behaviours Professionalism.Honest and Integrity – transparent and honest, taking full responsibility for actions.Commercial Awareness. |
| G4 | **Other**The post holder will be based at the Maintenance Depot; however, will be expected to work closely with suppliers, which may include travel to other depots or work sites including Engineering HQ at London 4More Riverside in central London. |

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| H | **Dimensions of role** |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: | Contract Management of Alstom and GTR |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| J | **Job Description Briefing** |
| **J1** | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |