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| A | **Post Details** | | | | | | |
|  | Job Title: | Team Organiser | Function: | Train Services | | | |
|  | Location: | Ashford | Unique Post Number: |  | | | |
|  | Reports To: | Head of Drivers | Grade: | ASG | | | |
| B | **Purpose of the Job** | | | | | | |
|  | To provide a highly professional level of administrative support for the Head of Drivers and Operations Managers’ team. | | | | | | |
| C | **Principal Accountabilities** | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10 | Manage the Head of Drivers’ diary on a daily basis, ensuring that any relevant agendas and paperwork are provided in a timely manner.  Oversee the recording, analysis, and reporting of safety events, ensuring data-driven insights are communicated across the organization and to external bodies like the ORR, contributing to continuous safety improvements.  Generating monthly reports in diverse formats, including written reports and conference presentations, distributed to managers across the organisation  Arrange meetings, seminars and conferences as required. Compile and produce agendas, minutes and actions in a timely and accurate manner.  Organize and facilitate key meetings, including preparing comprehensive reports and documentation, to support interdepartmental collaboration and decision-making.  Compile and deliver comprehensive KPI reports for the Head of Drivers and the Operations Management team, providing valuable insights to drive informed decision-making and enhance overall performance.  Raise purchase orders for the Head of Drivers and ensure efficient receipting, budget monitoring, and provision of information for budgeting / forecasting.  Investigate and respond to customer feedback, particularly regarding drivers, ensuring timely and accurate communication to enhance service quality and customer satisfaction.  Maintain team annual leave records and produce weekly attendance sheets.  Develop and manage on-call rosters for managers, ensuring operational readiness and compliance with work-hour regulations. | | | | | | |
| D | **Safety Responsibilities** | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | **✓** |
| D2 | This is a KEY SAFETY POST | | | | Yes |  | No | **✓** |
| D3 | This post requires SECURITY CLEARANCE | | | | Yes |  | No | **✓** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | **✓** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | **✓** |
|  | None | | | | | | |
| E | **Decision making Authority** | | | | | | |
| E1  E2 | Authorised to act in respect of Train Services matters on all principal accountabilities described above.  The implementation of recommendations and action items within the post holders’ level of competence and in accordance with the known directions of the Head of Drivers. | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | |
| F1 | Prioritising demanding tasks and report compilation with challenging deadlines. | | | | | | |
| 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 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 are; We care passionately about people  * + 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 | | | | | | |
| G1 | 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) : Experience, Knowledge & Qualifications High level of IT knowledge – Outlook, Word, Excel and Powerpoint.  Excellent written and verbal skills.  General knowledge of rail industry.  Good standard of education.  Experience of working in business administration. | | | | | | |
| G2 | **Skills (including any specific safety critical competencies)**  Planning and Organisation – Undertakes relevant administration duties effectively. Plans and coordinates own workload and deadlines demonstrating good organisation.  Communication – Expresses oneself confidently and effectively. Is friendly and supportive and engages others in open, honest and productive conversations.  Resilience, Flexibility and Adaptability – Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Ability to respond positively and cooperatively to challenges and conflicting demands. Keeps difficulties in perspective. | | | | | | |
| G3 | Behaviours Professionalism – Interacts well with others in a sensitive and effective way. Respects and works well with others. Quickly builds rapport and easily establishes relationships with different types of customers and stakeholders.  Honesty and Integrity – Is transparent and honest and takes full responsibility for actions and always maintains confidentiality. Demonstrates confidence and courage and deals effectively with difficult situations.  Teamwork, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others.  Problem Solving – Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements. | | | | | | |
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| G4 | **Other**  N/A | | | | | | |
| I | **Dimensions of role** | | | | | | |
| I1 | Financial – Direct: Head of Drivers’ purchasing | | | | | | |
| I2 | Financial – Other: N/A | | | |  | | |
| I3 | Staff Responsibilities – Direct: N/A | | | |  | | |
| I4 | Staff Responsibilities – Other: N/A | | | |  | | |
| I5 | Any Other Statistical Data: KPI reporting | | | |  | | |
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| J | **Acknowledgement** | | | | | | | | |
| J1 | Prepared By: | | Chloe Wilson/Jim Maxwell | | | Date: | 29/08/24 | | |
| J2 | Approved By (Head of Department): | | Jim Maxwell | | | Date: | 29/08/24 | | |
| **K** | **Job Description Briefing** | | | | | | | | |
|  | 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: | 29/08/24 |
|  | Name of briefing manager: | Jim Maxwell | | Signature: |  | | | Date: | 29/08/24 |
| **L** | **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: | N/A | | Signature: |  | | | Date: |  |
|  | Name of briefing manager: |  | | Signature: |  | | | Date: |  |