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| A | **Post Details** | | | | | | | |
|  | Job Title: | Client Relationship Manager (Deputy Head of Major Contracts) | Function: | | Engineering | | | |
|  | Location: | 4 More London | Unique Post Number: | |  | | | |
|  | Reports To: | Head of Major Contracts | Grade: | | SMG | | | |
| B | **Purpose of the Job** | | | | | | | |
| B1  B2  B3  B4 | To manage and develop at a senior level, the contractual relationship between Southeastern and our client, the Department for Transport. Accountable for developing and managing the governance process, senior stakeholder engagement (both internal and external) and proactively managing both commercial and financial risks, providing our client with a senior point of contact for the management of current contractual arrangements.  Deputise for the Head of Major Contracts as and when required.  Support the Head of Major Contracts in leading, motivating and supporting the Southeastern Major Contracts Team (covering Engineering, Access and Franchise Contracts), which provides Southeastern with:   * commercial and contract management of interfaces between Southeastern and Rolling Stock companies relating to leasing, maintenance and enhancement of Rolling Stock; * commercial and contract management of interfaces between Southeastern and Network Rail & Highspeed 1 relating to Track, Station and Depot Access; * monitoring of compliance with our Franchise Agreement and enhancing our relationship with the Department for Transport (and being a key interface with all Directorates in relation to the Franchise Agreement); and * commercial and contractual support and advice to the business, including, in particular, trading agreements with other TOCs.   Protect and promote the value of the Southeastern franchise by developing excellent relationships with the Department for Transport and other key stakeholders and ensuring compliance with the Franchise Agreement. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7 | Lead, develop and support the Franchise Management Team to ensure that the contractual relationship with the Department for Transport is being managed effectively and collaboratively.  Manage the relationship with the Department for Transport to maintain Southeastern’s professional reputation by ensuring compliance with franchise reporting requirements.  Ensure the effective management of Southeastern’s Franchise Agreement with the Department for Transport, including compliance with all Franchise Agreement requirements, reporting and production of necessary contract changes.  Provide commercial and contractual support to the Southeastern Executive Directors for matters relating to the Franchise Agreement.  Oversee the preparation of submissions and responses to industry consultations, with supporting evidence to support Southeastern’s view, as relevant, to represent Southeastern’s interests.  Validating assumptions to the Finance Team to support the production of budgets for Engineering Contracts, Access Contracts and franchise payments.  Provide the other Directorates with contract negotiation and commercial expertise in relation to other trading Agreements. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | Yes | |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | Yes | |  | No | **🗸** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | 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 | **🗸** |
|  |  | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities:  Carrying out Planned General Inspections of the following locations:   * n/a   Acting as Fire Precautions Manager for the following locations:   * n/a | | | | | | | |
|  |  | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1  E2  E3  E4 | Implementation of contractual rights and obligations in accordance with the terms of the relevant contracts.  Leader in contract negotiation of Franchise Agreement changes, within delegation provided by the Head of Major Contracts.  Identify, evaluate and make recommendations to the Southeastern Exec.  Provision of direction, advice and guidance to Southeastern Exec regarding all aspects of Major Contracts and the Franchise Agreement. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3  F4  F5  F6 | Enhancing the relationship with our major Client whilst maximising the value of the Franchise  Balancing the (sometimes) conflicting requirements of different Directorates.  Obtaining best value from ROSCOs, Network Rail and HS1 despite their market position.  Ensuring that contractual rights and obligations are rigorously applied whilst also facilitating pragmatic solutions to day-to-day problems.  Navigating through complex contractual changes.  Negotiating commercial claims with industry partners. | | | | | | | |

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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 by 18**.  **Leading Southeastern**  X:\hr\Career Development\Leading Southeastern\Leadership Model Diagram.jpgAll shortlisted candidates seeking promotion will be assessed against this framework. | | | | | | | | | |
| 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 (including any specific safety training requirements) Educated to degree standard or equivalent level of experience.  Sound commercial and financial awareness.  Extensive knowledge of and experience in managing complex major contracts in a rail environment.  Experience of negotiating and building complicated contractual frameworks, including legal matters, with at least 5 years’ experience within this environment.  Understanding of the regulatory framework in the Rail Industry, including a sound understanding of Access Agreements, rail Franchise Agreements and Engineering Contracts.  Management, development and motivation of a team.  Ability to work and influence at all levels within Southeastern and across suppliers. | | | | | | | | | |
| G2 | Skills (including any specific safety critical competencies) Leadership – leads, motivates and encourages the Major Contracts team.  Negotiation & influencing skills – influences, convinces or impresses others in a way that results in acceptance, agreement or behaviour change.  Communication – presents information and ideas confidently and effectively. Is friendly and engages others across the business in open, honest and productive conversations.  Commercial Awareness – understands and applies commercial and financial principles. Exploits opportunities to improve results and add value to the business.  Thinking & Problem Solving – analyses issues and breaks them into component parts. Makes systematic and rational judgements based on relevant information.  Good attention to detail – careful and thorough review of documents and figures to ensure accuracy of written and numeric information and commercial objectives are met.  Literacy & Numeracy – comprehends legal and business documents, expresses complex issues clearly in writing together with the ability to analyse and process complex calculations. | | | | | | | | | |
| G3 | **Behaviours**  Professionalism – Aims to be the best they can be through their attitude & respect for others, customer focussed, delivery focussed and having a “can do” approach.  Honesty & Integrity – Is transparent and honest taking full responsibility for actions. Demonstrates confidence and courage, dealing effectively with difficult situations.  Team work, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information in a collaborative manner. Supports colleagues and works effectively and effectively with others.  Adding Value – Demonstrates readiness to make decisions, take initiatives and drive action, contributing to a culture of continuous business improvement.  Empathetic – Is empathetic to the needs of colleagues, earning their trust and respect.  Taking a Broader view – Champions change and considers the long-term impact of decisions across the business.  Flexibility – successfully adapts to changing demands, conditions and scenarios, and enacts decisions reached even if not their own. | | | | | | | | | |
| H | **Dimensions of role** | | | | | | | | | |
| H1 | Financial – Direct: | | | | Impact of Franchise Compliance on Southeastern’s P&L  Securing the Management Fee and Performance Payments  Minimising Disallowable Costs and Contract Breaches | | | | | |
| H2 | Financial – Other: | | | | Maximising Performance Payments from the Department for Transport  Impact of Franchise Compliance and Committed Obligations | | | | | |
| H3 | Staff Responsibilities – Direct: | | | | 2 staff: 1 x MG2 and 1 x MG1 | | | | | |
| H4 | Staff Responsibilities – Other: | | | | Deputy Head of Major Contracts, leading team of 4 x MS2 and 1 x MG1  Support and commercial advice to the wider Southeastern management team. Close liaison role with Finance Business Partners | | | | | |
| H5 | Any Other Statistical Data: | | | | Southeastern leases and operates over 1,500 Rolling Stock vehicles and leases 8 light maintenance depots from Network Rail, including 3 Engineering Depots.  Southeastern operates nearly 2,000 Train Services every week day, leases and manages 164 Stations and operates into 181 stations in total. | | | | | |
| I | **Acknowledgement** | | | | | | | | | |
| I1 | Prepared By: | | Steve White | | | | Date: | May 2021 | | |
| I2 | Approved By (Head of Department): | | Mark Johnson | | | | Date: | May 2021 | | |
| **J** | **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: |  |
|  | 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: | N/A | | Signature: | |  | | | Date: |  |
|  | Name of briefing manager: | N/A | | Signature: | |  | | | Date: |  |