|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A | **Post Details** | | | |
|  | Job Title: | Operations Standards Specialist | Function: | Operations Standards |
|  | Location: | Four More London | Unique Post Number: |  |
|  | Reports To: | Head of Operational Safety | Grade: | MG2 |
| B | **Purpose of the Job** | | | |
|  | Working within the Safety and Environment Organisation, and responsible to the Head of Operational Safety for the operational and technical aspects of driver safety for the train service and engineering functions.  Responsible for ensuring that driving standards and associated safety critical activities including training and assessment in compliance with Railway Industry Standards and Company standards, ensuring consistency of approach and ensuring business needs and objectives are being met.  Responsible for day-to-day management of the ACMS/e-CMS used for management of competence for train drivers.  Provide support to the Head of Operational Safety for the development of operation standards initiatives to meet the future needs of the business. Provide a high level of proactive support to driver management teams including delivery of operational assurance checks/audits and providing advice and guidance during operational incident investigations.  Provide professional advice, guidance and expertise to the train services and engineering teams in order to deliver operational safety improvement initiatives for the company and maintain compliance with internal and external standards. | | | |
| C | **Principal Accountabilities** | | | |
| **C1**  **C2**  **C3**  **C4**  **C5**  **C6**  **C7**  **C8**  **C9**  **C10**  **C11**  **C12** | Monitor and enforce the compliance of standards and ensure the consistent application and interpretation by driver managers of standards regarding persons engaged in safety critical work in respect of the requirements of the Rule Book, rail industry standards related to train movements and train dispatch and company standards related to driver and shunter driver management and competence.  Responsible for overseeing the effective delivery of competence assessment and certification process of all driver managers who carry out Safety Critical work within the train services function in accordance with relevant rail industry and company standards.  Undertaking strategic planning to ensure Operations Inspector function remains effective and provides value for money and ensuring that activities within the function reflect company objectives by identifying priorities and opportunities for innovation.  Lead the development and delivery of operational safety assurance checks at train services, engineering depots and the training centres at Ashford and Orpington.  Investigate significant train movement accident and incidents including CAT A SPADs and delivering resulting recommendations or actions to improve safety performance and meet company standards.  Responsible for the monitoring and upkeep of relevant e-CMS and paper records ensuring that the relevant mangers receive periodic updates.  Production of safety and operational notices/briefings and assist in the drafting and preparation of relevant work instructions and competency standards as and when required.  Responsible, working with the Platform Train Interface Manager, for the continual review of Local Train Dispatch Plans for Stations, ensuring Station Managers are co signatories and Conductor Managers are updated.  Work with the Major Programmes Team on the implementation of new infrastructure or signalling schemes affecting the Company’s operations.  Deputise for Head of Operations Standards where required, carrying out duties including attending planned, regular and ad hoc meetings in their absence.  Act as reviewing officer for safety of the line accident and incident Investigations undertaken by Driver Managers ensuring consistency of approach in Company Safety Manual procedures though robust Investigation and Root Cause Analysis.  Communicate and liaise with relevant managers, as directed by the Head of Operations Standards, including within Safety and Environment, Operations Managers, Driver Managers, KICC, Training team and Network Rail to ensure train working is at optimum levels of safety. | | | |
| D | **Specific Safety Accountabilities** | | | |
| **D1**  **D2**  **D3**  **D4**  **D5**  **D6**  **D7**  **D8**  **D9** | This post has specific safety accountabilities as detailed below:  You have legal responsibility for yourself and the people you advise, under various items of safety and environmental legislation. Copies of all health and safety legislation and other safety documentation are kept on the company intranet site.  Before taking up your post you must meet the standard medical requirements for train drivers as described in Train Movement – Medical Fitness Requirements (RIS-3452-TOM Iss1).  This post is defined as safety critical and as such you are subject to drugs and alcohol screening in accordance with the SE/SP/SAF/007 – Drugs and Alcohol.  No Planned General Inspection responsibilities have been identified for this post. However, you must ensure that substandard conditions found by you or the team in Southeastern workplaces are brought to the attention of the appropriate line manager without delay via the Fault Reporting Procedure.  You must take appropriate action to control risks identified in the risk assessment process.  You must assist in the risk assessment process as delegated by your manager for train dispatch, splitting and joining, shunting, and any other operational activity as required.  You must investigate all accidents/incidents in accordance with SE/SP/SAF/008 – Accident and Incident Reporting and Investigation.  You must ensure appropriate action is taken as a result of recommendations that arise from investigations and inquiries, where these actions are within your area of control. You must co-operate with Network Rail or the enforcing authority when formal inquiries are held into accidents and incidents.  You must familiarise yourself with the contents of the local safety notice board. | | | |
| E | **Decision making Authority** | | | |
| **E1**  **E2**  **E3** | Accountable for decision making upon the competence of staff associated with train driving duties and identifying whether individuals are competent to continue with their duties.  Accountable for creating and reviewing internal operational standards and procedures related to train driving risks and making decisions concerning their application to the Company’s operations.  Accountable for making decisions and instructions concerning the alteration to or stopping of specific operational activities or methods of work by the Company which are deemed unsafe.  . | | | |
| F | **Most Challenging and/or Difficult parts of the Job** | | | |
| **F1**  **F2**  **F3** | Supporting delivery of operational excellence through a matrix structure where the post-holder does not have line management responsibility for the function.  Supporting the development of the company’s standards for the assessment of competence of roles undertaking operational safety critical work.  Supporting the development of operational standards and procedures from strategic high-level rail industry standards for practical application within the company’s instructions and the Company’s safety management system. | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 **the route to 85**.  **Leading Southeastern**  Leadership Model Diagram  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 Comprehensive knowledge of train operations on Network Rail controlled infrastructure.  Qualified in Train Driving and holder of a TDLCR Driving Licence. Typically, five years driving and driver management experience and appropriate traction types.  Comprehensive knowledge of relevant train driving rules, instructions and Railway Group and Company Safety Standards.  Hold competence in the following; Personal Track Safety (PTS), SE/WI/OPS/001 – Train Driving Management and Competence.  Fully trained upon (or working towards) Accident Investigation and Root Cause Analysis and use of Non-Technical Skills.  NEBOSH General Certificate in Occupational Health and Safety or equivalent safety qualification (or working towards).  Arthur D Little Accident and Incident Investigation or equivalent qualification.  Attainment in (or working towards) Level 3 in Mentoring and Coaching and Level 3 in Assessing Competence in the Work Environment (or equivalent).  Competent in Microsoft Office – Word, Excel, Adobe Professional and Outlook and be familiar with the use of iPads.  Experienced in staff management issues and motivational techniques.  Must have the ability to produce concise, well-structured reports, presentations, letters and briefing notes.  Good level of education and analytical skills and must be able to interpret statistical and numerical data and develop and enhance existing management information systems. | | | | |
| G2 | Skills (including any specific safety critical competencies) Ability to work under pressure in a busy and varied environment under own initiative, and successfully adapts to changing demands and conditions.  Communication - Expresses oneself confidently and effectively. Is friendly and engages others in open, honest and productive conversations.  Specialist Knowledge – Understands technical or professional aspects of work and continually maintains technical knowledge. Planning & Organising.  Problem Solving – Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements.  Before taking up the responsibilities of the post, your competence must be assessed and certified. The process will be one of continual assessment, proved over a two-year period and will be carried out by the Head of Operational Safety, or nominated deputy. | | | | |
| G3 | Behaviours Able to deal with and resolve conflicting priorities, and show a high level of personal organisation, with the ability to delegate effectively.  Clear logical thinker able to deal with strategic issues yet retaining the ability to pay attention to detail.  Must show good oral and written communications skills and be able to interact with people at all levels within the company across a wide range of disciplines.  Must show good leadership skills and be able to lead and set standards by example.  Ability to think proactively and work on own initiative  Teamwork, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others.  Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations. | | | | |
| G4 | **Other** | | | | |
| H | **Additional Information** | | | | |
|  |  | | | | |
| I | **Dimensions of the Job** | | | | |
| I1 | Financial – Direct: | | Nil | | |
| I2 | Financial – Other: | | Accidental loss, including claims, may be estimated at approximately 8% of income. Thus, scope for cost improvements, through delivery of enhanced operational safety performance, is considerable. | | |
| I3 | Staff Responsibilities – Direct: | | Nil | | |
| I4 | Staff Responsibilities – Other: | | This post has responsibilities to support staff throughout the Company by the development and implementation of operating standards to be used for the delivery of the Company’s operations. | | |
| I5 | Any Other Statistical Data: | | Generation and analysis of management information as required | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | Colin Campbell | | Date: | January 2020 |
| J2 | Approved By (Head of Department): | Colin Clifton | | Date: | January 2020 |
| **K** | **Job Description Briefing** | | | | |
|  | I confirm I have been briefed on and understand the requirements of this Job Description and other related documents | | | | |
|  | Name of post holder signature | …………………………………………………………… | | | |
|  | I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents | | | | |
| Name of manager …………………………………………………………… | | | | | |
| If this is a KEY SAFETY POST 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. | | | | | |
| Name of Deputy …………………………………………………………… | | | | | |
| Nominated Deputies | | | | | |
| I confirm I have briefed the Nominated Deputy on the requirements of this Job Description and other related documents | | | | | |
| Signature …………………………………………………………… | | | | | |
| As the Nominated Deputy for this post, I confirm I have been briefed on and understand the requirements of this Job | | | | | |
| Signature …………………………………………………………… | | | | | |