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| A | **Post Details** | | | | | | | |
|  | Job Title: | Deputy Head of Service Delivery | Function: | Train Services | | | | |
|  | Location: | Puddle Dock, London | Unique Post Number: |  | | | | |
|  | Reports To: | Head of Service Delivery | Grade: | SMG | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | To deliver the safe and reliable operation of the Southeastern train service by leading effective management processes in the Service Delivery team.  Lead, manage and develop Southeastern employees within the KICC and improve Southeastern operational performance and optimise passenger service by working with Network Rail and other parts of the rail industry. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14 | Lead, manage, support and coach the Service Delivery team to ensure that business objectives are delivered.  Lead the implementation of the timely, safe and reliable operation of train services and their recovery through effective management and monitoring processes in the KICC.  Increase passenger satisfaction by effective management of all aspects of train service performance.  Direct the KICC during times of disruption, ensuring that emergency and contingency plans are effectively implemented.  Lead your team to deliver real-time liaison on train running performance with Network Rail and other relevant outside parties. Interface with Network Rail to ensure that the availability of infrastructure is maximised to Southeastern’s benefit by Network Rail  Feed into the Southeastern Strategic Plan objective to improve service disruption. Contribute to developing the Southeastern service disruption strategy and procedures, reviewing annually. Work with managers across the company to continuously improve this area contributing to NRPS scores on ‘how the company deals with disruption’.  Contribute to developing, monitoring and reviewing the On Call, Alternative Transport and Key Route Strategy policies and arrangements to ensure these are fit for purpose, are fully understood by staff and have had Network Rail involvement.  Implement control processes such as recovery, regulation and connectional policies to support company performance plans and the Rail Operational Code. Oversee the production and review of contingency plans.  Take part in planning activity for future events affecting service delivery such as timetable changes or industrial action. Take part in seasonal readiness activity with Network Rail and others to improve the real time delivery of train services.    Provide senior operational leadership for service delivery acting as Strategic Gold Command for Southeastern as required. Make recommendations and improvements to the role to that will benefit the Company.  Modernise and improve the Southeastern control function introducing new technology and working practices where appropriate, working with Network Rail to improve integration.  Demonstrate by personal example, a commitment to all business goals with particular emphasis on safety, quality of service and cost efficiency.  Introduce a culture of continuous improvement and embed LEAN principles within the KICC.  Introduce and maintain a process to highlight forthcoming risks to our servces. Ensure the control centre is prepared by carrying out appropriate readiness activities. | | | | | | | |
| 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: | | | | | | | |
|  | * None | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1  E2  E3 | Service recovery executive direction to control and wider company.  Agree implementation with Network Rail of amended services in major incident and seasonal conditions and contingency situations.  Manage expenditure with Delegated Financial Authorities | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3  F4 | Managing relationships and interfaces with industry partners (e.g. NR, NRES Nexus Alpha)  Leading and managing staff who deal with the pace and stresses of real time service recovery in a challenging environment.  Ensure the balance between passenger service and performance targets is maintained.  Modernising staff working practices and equipment whilst maintaining a high level of output. | | | | | | | |

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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) Thorough knowledge of Track Access Agreement (Schedule 8), the Network Rail Track Access Conditions, and Southeastern Franchise Plan conditions relating to Schedule 7 (Performance).  Thorough knowledge of Southeastern and Network Rail operational network, procedures, equipment, systems and train plans.  Must have a thorough knowledge and experience of TRUST delay investigation and attribution.  Ability to write clear concise reports and produce good graphical display material.  Must have a proven success in meeting demanding budgetary targets, and ability to interpret financial statements.  Must have proven ability to lead and direct a large team.  **Desirable**  Educated to A-Level standard  Thorough knowledge and experience in the following computer systems: TRUST, P2, GEMINI, GENIUS, TYRELL, IRMA, SHEILA, and Bugle | | | | |
| G2 | Skills (including any specific safety critical competencies) Team working – Can develop productive, motivated teams.  Leadership- Motivates and empowers others in order to reach organisational goals. Encourages the giving and receiving of constructive feedback.  Excellent interpersonal skills and the ability to communicate at all levels within the organisation.  **Desirable**  Commercial Awareness – Uses understanding of Southeastern and its position within the marketplace to grow business. Understands risks and their likely financial consequences. | | | | |
| G3 | Behaviours Honest and integrity- Is transparent and honest and takes full responsibility for actions.  **Desirable**  Customer Focus – Seeks and acts upon customer feedback to grow the business, ensuring the team keep up to date with customer needs and anticipate future trends.  Adding Value – Demonstrates an outstanding determination to improve results**.** | | | | |
| G4 | **Other**  On call requirement, currently one week in eight. | | | | |
| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | | Staff costs | | |
| H2 | Financial – Other: | | Ad hoc bus, taxi & crew hire | | |
| H3 | Staff Responsibilities – Direct: | | 5 | | |
| H4 | Staff Responsibilities – Other: | | 52 | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **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: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |