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| A | **Post Details** | | | |
|  | Job Title: | Passenger Services Support Team Leader | Function: | Passenger Services |
|  | Location: | Stations |  |  |
|  | Reports To: | General Manager - Stations | Grade: | ASG |
| B | **Purpose of the Job**  Reporting to the General Manager - Stations, this role will work closely with other members of the Passenger Services leadership team and other departments across the business to help to deliver our strategic priorities, providing seamless and efficient administration and coordination, through leading a team of Passenger Services Support Administrators. The role is a central point of co-ordination, ensuring the delivery of high-quality support services and maintaining excellent service standards. | | | |
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| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7 | **People leadership**  Lead, develop & motivate a team of Passenger Services Support administrators, to ensure the efficient running of the support function for all stations administration and coordination. Oversee workload allocation to ensure effective use of team resources.  **Continuous improvement**  With a focus on continuous improvement, review all administration and coordination processes & workflows and suggest recommendations and implement to evolve our ways of working. Identify training needs within the team and coordinate appropriate development opportunities.  **Management information**  Review dashboards contained within the Station hub and provide management information (MI) insights to share with Stations Leadership team. Prepare SET Board papers and other related meeting material (e.g. presentations) paying close attention to detail, Develop the associated business reporting pack and KPIs for period reports.  **Operational support for GM**  Deliver briefings to GM and their management teams to ensure that all are sufficiently briefed for key stakeholder meetings, collate information and sense check information being provided by other business areas. Flag any key issues and offer suitable suggestions/ mitigations ahead of time. Facilitate and manage the schedule, agenda, content and logistics for General Manager’s meetings throughout the year, ensuring all relevant content and reports are captured and communicated in an appropriate way.  Design and oversee the Governance and ‘Operating System’ of Passenger Services (to include meeting hierarchy, frequency, Terms of Reference, and decision-making structure  Attend leadership meetings to ensure that key actions are captured and followed up by the business as required. Offer own advice and suggestions to influence outcomes as appropriate.  Any other administration duties as required by GM, including leading small projects that require administrative support. | | | |
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| 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 | ✓ |
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| D6 | The post holder has the following specific safety responsibilities: | | | | |
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| E | **Decision making Authority** | | | | |
| E1 |  | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | **Balancing competing priorities whilst ensuring high-quality operational support.** | | | | |

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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 are  * **Think ‘what if?’** * **Show you care** * **Make great things happen**   **So what do our new ways of working mean?**  We want everyone who works here to be proud to serve the South East, to feel able to do their job well and to feel that what they’re doing is worthwhile. And we know that it’s the thousands of tiny moments we all experience every day that make the difference – the decisions we make, the support we give and receive, the things that seem small that have a real impact and earn massive respect. Click the examples below to see what our new ways of working look like for everyone.    By focusing on these three ways of working, those tiny moments from every one of us will add up to massive, positive change.    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 | **Skills & Knowledge** |
|  | * Experience managing cross-functional relationships * Ability to multitask and prioritise with changes in scale, scope, and project deadlines * Smart, empathetic communicator, skilled in written communication, social media, building presentations (Powerpoint) and analysing data (Excel) * Comfortable interacting with senior management, building effective relationships across the business * Ability to work in a confidential and discrete manner * Highly organised with a strong attention for detail * Curious and energetic, with a positive ‘can do' mindset. * People management experience preferable |
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| I | **Dimensions of role** | | | | | | | | | |
| I1 | Financial – Direct: | | | | As per budget and DFA | | | | | |
| I2 | Financial – Other: | | | |  | | | | | |
| I3 | Staff Responsibilities – Direct: | | | |  | | | | | |
| I4 | Staff Responsibilities – Other: | | | |  | | | | | |
| I5 | Any Other Statistical Data: | | | |  | | | | | |
| J | **Acknowledgement** | | | | | | | | | |
| J1 | Prepared By: | |  | | | | Date: |  | | |
| J2 | Approved By (Head of Department): | |  | | | | Date: |  | | |
| **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: |  |
|  | Name of briefing manager: |  | | Signature: | |  | | | Date: |  |
| **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: |  | | Signature: | |  | | | Date: |  |
|  | Name of briefing manager: |  | | Signature: | |  | | | Date: |  |