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| A | **Post Details** | | | |
|  | Job Title: | Performance Improvement Co-ordinator | Function: | Train Services |
|  | Location: | Puddle Dock | Unique Post Number: |  |
|  | Reports To: | Performance Improvement Manager | Grade: | ASG |
| B **C** | **About the Joint Performance Team (JPT)**  The JPT is made up of Performance professionals from Southeastern and Network Rail Kent Route. We are all focused on a key aim of improvement on-time train performance.  Within the JPT we see members of the team as individuals and believe that diversity within the team is important to doing the job well. We support a good work/life balance to help get the best out of our people and are supportive of flexible/hybrid working.  We continuously look to develop our people, through formal training programmes, online learning tools or via less formal ‘on the job’ learning. We want to give our people the skills, trust and confidence they need to allow them autonomy in their role.  **Purpose of the Job** | | | |
|  | Work with front line management teams to support performance improvement for Southeastern and Network Rail, ensuring clearly documented plans are delivered by responsible functions. | | | |
| D | **Principal Accountabilities** | | | |
| D1  D2  D3  D4  D5  D6  D7  D8  D9  D10 | Implement company procedures for all aspects of performance improvement management contained within the Performance Strategy for Southeastern and Network Rail..  Co-ordinate, support and deliver, as appropriate, performance improvement plans for the route/area; focusing on projects with the best return for Southeastern and Network Rail, based on the outputs of the analysis team.  Liaise with specified delivery units for performance improvement projects within Southeastern and Network Rail, work across teams to ensure risks and benefits are understood and where necessary mitigated.  Produce well-researched, highly numerate analysis of business cases for performance improvements arising from departments with which you work.  Act as the single point of contact for performance related projects within both organisations during their implementation.  Support Network Rail and Southeastern in effective sharing of best practice and cross learning processes via the Performance Commercial Manager.  Monitor and report the progress and effectiveness of all performance improvement initiatives within the relevant performance tracking system, ensuring all stakeholder performance review meetings are held.  Liaise with the route teams to document the mitigation actions from Significant Performance Incident Reviews (SPIRs) and lead the implementation of these actions to prevent future reoccurrence.  Identify with senior managers and other managers within the Performance Team actions required to mitigate emerging trends in performance, escalating where appropriate to ensure the business is not left exposed to performance risk.  Undertake local assessments against the RM3-P Wheel within the PIMS framework. | | | |

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| E | **Safety Responsibilities** | | | | |
| E1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | ✓ |
| E2 | This is a KEY SAFETY POST | Yes |  | No | ✓ |
| E3 | This post requires SECURITY CLEARANCE | Yes |  | No | ✓ |
| E4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | ✓ |
| E5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | Yes |  | No | ✓ |
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| E6 | The post holder has the following specific safety responsibilities: | | | | |
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| F | **Decision making Authority** | | | | |
| F1 | Determination of additional activity required by senior managers | | | | |
| G | **Most Challenging and/or Difficult parts of the role** | | | | |
| G1 | Working with and influencing under pressure senior managers to deliver performance improvement within distinct JPIP categories. | | | | |

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| H | **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 the following Southeastern values and behaviours in all potential staff and our existing staff looking for promotion …. **OUR VALUES – Safe, Professional, Honest, Friendly and Flexible**  **OUR BEHAVIOURS**   * **Professionalism** – Aims to be the very best they can be through their attitude & respect for others. * **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. Supports colleagues and works effectively with others. * **Adding Value** – Exploits opportunities to improve results and add value to the business. * **Empathetic** – Is empathetic to the needs of colleagues/customers, earning their trust and respect. * **Taking a Broader view** - Champions change and considers the long-term impact of decisions across the business   …. along with the particular experience/knowledge, skills and behaviours relevant to the position applied for.  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) : |
| H1 | Experience, Knowledge & Qualifications Articulate, numerate and able to produce concise and logical, written reports  Must be determined and persuasive and be able to follow through to completion despite obstacles.  Traincrew terms and conditions, crew diagramming and rosters.  Clear understanding of Southeastern’s performance objectives at company level.  Thorough knowledge of Southeastern and Network Rail operations, network and train plans.  Understanding of delay attribution and validation process (e.g. TRUST, Bugle, delay and manager coding).  Knowledge of the following computer systems: Microsoft Office Excel and Word, TRUST, P2, Sheila, BUGLE |
| H2 | Skills (including any specific safety critical competencies) Communication - Expresses oneself confidently and effectively. Is friendly and engages others in open, honest and productive conversations.  Planning & Organising - Organises and schedules events, activities and resources. Sets up and monitors timescales and plans, setting realistic time-scales.  Persuasiveness – Presents the key points of an argument persuasively. Negotiates and convinces others, changes people’s views and influences decisions.  Problem Solving – Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements  Flexibility & Adaptability – Ability to respond positively and cooperatively to change, challenges and conflicting demands. |
| H3 | Behaviours 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. |
| H4 | **Other** |

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| I | **Dimensions of role** | | | | |
| I1 | Financial – Direct: | |  | | |
| I2 | Financial – Other: | |  | | |
| I3 | Staff Responsibilities – Direct: | |  | | |
| I4 | Staff Responsibilities – Other: | |  | | |
| I5 | Any Other Statistical Data: | |  | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | Daniel Tall | | Date: | 06/04/21 |
| J2 | Approved By (Head of Department): | Daniel Tall | | Date: | 06/04/21 |

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| **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: |  |