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| Department | Train Services |
| Grade | MG1 |
| Reports to | Passenger Experience Delivery Manager |
| Location | Puddle Dock |

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Resource Manager

Your Purpose

In this role, you will manage the day-to-day operational activities of train crew to deliver a safe, reliable and customer‑focused train service. You’ll plan resources efficiently, monitor the operation in real time, and work closely with Train Service Managers (TSMs) and other stakeholders to recover services during disruption. You’ll maintain accurate records, ensure key information flows to crews and stations, and uphold safety and compliance standards across sign‑on, duty changes, and cover usage.

Your Talents

* Strong attention to detail with sound, timely decision‑making.
* Able to conduct investigations and develop meaningful recommendations.
* Proficient with core IT systems and Microsoft Office - good general computer literacy.
* Good knowledge of rostering processes and operational record‑keeping.
* Clear written communication (reports, logs, letters) and confident verbal communication.
* Customer awareness with a focus on service delivery and safety.
* Flexible approach to working and effective planning and organising skills.
* Excellent teamwork, negotiation and motivational skills.
* Competent in questioning techniques and evidence gathering.
* Willingness and ability to learn and develop in role.

Your Responsibilities & Accountabilities

* Manage train crew throughout operating periods and execute informed decisions to ensure coverage of all duties.
* Initiate and conclude investigations into cancellations and delays in Bugle and ensure the investigation results are communicated to the Performance team, Station team and the Local Operations Managers.
* Keeping accurate and reliable records, including the RM log, and ensure the full handover of key information with other RMs as required.
* Accountable for booking on all train crew, ensuring that they are fit for duty and that they meet the required standards for work.
* Distribute relevant information and notices to train crew as required, via local admin staff or management as required.
* Maintain system records for sign on, duty changes and spare & cover usage.
* Monitor relevant systems for information regarding the train service and take appropriate proactive actions.
* Closely liaise with the TSMs regarding all aspects of the train service but in particular during times of disruption to facilitate a safe and efficient service recovery.
* Ensure the station staff, as well as the Train Crews are kept informed of any potential impact on the train service.
* Introduce and liaise with disruption staff during times of disruption.
* Assist in station team delivery regarding performance, customer and service delivery during disruption.
* Assist the Driver Managers as required during investigations.
* Update and maintain all tracking registers, to include but not be limited to sickness, attendance, AWOL, poor or non-reporting, Safety of the line, rest day working costs etc.
* Report all equipment faults to appropriate department and maintain fault log

What We Trust You to Do – (Authority to Act)

* Authorised to make recommendations as to rolling stock delivery to make best use of resources available to deliver the identified specification.

Our Ways of Working

* **We think what if**

We see something we could do better. We get involved.

* **We show we care**

We look out for people. We do what we can to help.

* **We make great things happen**

We take on a task. We get it done.

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| Approved by | Victoria Russell, Train Presentation Operations Manager |