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| Department | Fleet Maintenance |
| Grade | ASG |
| Reports to | Train Presentation Operations Manager |
| Location | Gillingham |

Our Purpose

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

Your Role: Train Presentation Coordinator

Your Purpose

In this role, you will play a vital part in maintaining high Train Presentation standards by ensuring issues such as graffiti, non-operational toilets, and environmental concerns are identified, recorded, and resolved promptly. You’ll work closely with the Engineering Planning Team to coordinate swift responses and keep our fleet clean, functional, and ready for service.

You’ll lead the daily review of the Train Presentation App, communicating servicing and CET requirements to depot and siding teams. By tracking cleaning activities and generating clear, actionable reports, you’ll support South Eastern Railway in providing a consistently high-quality experience for our customers.

Your Talents

* **You’ve got the foundations covered –** You have solid English reading, writing and numeracy skills.
* **A** **systems whizz –** You know your way around computer-based systems such as EMS, Microsoft Word and Excel.
* **Customer-focused** **–** You understand the passenger experience and make decisions that support both people and business.
* **Statistics pro** – Your statistical analysis skills help you spot trends, solve problems, and make data work for the business.
* **Strong communicator** – Whether it’s influencing stakeholders or writing clear, accurate reports, you know how to get your message across.
* **Cool under pressure** – Tight deadlines, fast decisions, working solo - you thrive when things get busy.

Your Responsibilities & Accountabilities

* Ensure any unit without a working toilet is quickly routed to a servicing location, working closely with the Engineering Planning Team to minimise downtime.
* Coordinate with Engineering Planning to plan units with reported graffiti back to facilities equipped for removal - keeping our fleet clean and presentable.
* Review every shift and generate clear, location-specific servicing task lists for depots and sidings.
* Communicate with all depots and sidings to ensure planned servicing activities are completed on time, every time.
* Make sure all servicing and cleaning activities are recorded in real time by depot, yard, and onboard teams to maintain accurate presentation data.
* Ensure units requiring special attention (e.g. fatalities, deep toilet cleans) are cleaned to the required specification, as directed by the Train Presentation Operations Manager.
* Track and coordinate heavy clean requirements with Engineering Planning to keep our fleet in top condition.
* Generate daily, weekly, and periodic reports on key metrics like non-operational toilets, graffiti removal, overdue CETs, and cleaning activity - plus any ad hoc data needed by the Train Presentation or Operations Manager.
* Confidently navigate EMS, Genius, CC Control, and both intranet and internet systems to access and share critical information.
* Upload new Train Presentation documents (RAMS, process maps, etc.) to the SE Wiki in line with document control processes.

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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| Date created | 26/08/2025 |
| Approved by | Victoria Russell, Train Presentation Operations Manager |