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| A | **Post Details** | | | |
|  | Job Title: | Fleet Commercial Manager | Function: | Engineering |
|  | Location: | Four More London | Unique Post Number: |  |
|  | Reports To: | Head of Fleet Commercials | Grade: | MG2 |
| B | **Purpose of the Job** | | | |
|  | The role is focused on three areas:  The day-to-day management and implementation of Southeastern’s engineering contracts for supply of planned and unplanned maintenance on Southeastern Rolling Stock, to ensure all contract terms are correctly applied and enforced.  In addition to working with 3rd party suppliers, the management and implementation of engineering sales contracts with 3rd party customers, to deliver the best commercial opportunities to Southeastern.  The management and implementation of warranty arrangements (excluding inventory) with suppliers, thus ensuring the warranty contracts, processes, performance mechanisms and resolutions support the needs of the business. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17 | Responsible for the efficient execution of those tasks associated with commercial contracts as directed.  Responsible for ensuring all contracts with suppliers are correctly applied, vigorously managed and any associated claims for recapturing costs are agreed and settled in a timely manner.  Responsible for leading the “Excluded Damage” (Damage & Vandalism) review with nominated suppliers as directed each month and ensuring the variable costs arising from all Engineering contracts are minimised, as far as possible. In particular, this includes expediting, recovery, or resolution of conflicts in Southeastern’s best interest.  Where necessary, or appropriate, raise technical, production or commercial concerns with the Head or Fleet Commercials, or Engineering senior management team as required to ensure a timely resolution.  Responsible for agreement and submission of both Purchase Orders and Sales Orders, for payments and claims to protect Southeastern’s financial exposure.  Where appropriate, identify and maximise the opportunities for 3rd party engineering sales contracts, including producing information to finance & contracts for pricing sales contracts.  Were required, seeking guidance from, and providing input to, the Engineering Contracts Manager to assist the interpretation and development of new contracts and contract variations.  Responsible for the development and effective management of the Southeastern warranty system for its rolling stock projects, components and services.  Manage the overall warranty process within Engineering, providing analysis of data to support product integrity, reliability improvement and cost recovery (End to End).  Ensure that all warranty claims are managed within the specified Service Level Agreements and that any associated investigations are of an appropriate standard. Where necessary arrange joint investigations with supporting competent resource to conclude any warranty claims.  Ensure that warranty obligations are fully understood both internally and with suppliers and taking action to remedy any deviations from the agreed process.  Responsible for collecting and monitoring all direct and indirect costs that are potentially recoverable from a 3rd party supplier. Raising and settling warranty claims as appropriate and in accordance with the relevant contract.  Provide data to the business on any adverse trends to stimulate improvements to financial performance and populate a monthly suite of Key Performance Indicators.  Chair warranty meetings with key suppliers or act as a representative as part of a cross-functional project team.  Recover any costs that Southeastern is entitled to claim as part of the Rolling Stock Lease Agreements with the Rolling Stock Operating Companies, including Defective Heavy Maintenance and Wheelsets.  Be part of a cross functional team (as required) to develop and maintain processes and procedures associated with engineering assurance activities and other supporting functions.  Carry out Fleet Recovery Engineer duties as part of an on-call roster. | | | |

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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: | | | | |
|  | * N/A | | | | |
| E | **Decision Making Authority** | | | | |
| E1  E2 | Negotiating, accepting and rejecting (i) Warranty Outcome Reports and (ii) claims for variable costs (e.g. Damage & Vandalism) with resulting financial implications.  Negotiating commercial outcome of retro works tasks. | | | | |
| F | **Most Challenging and/or Difficult Parts of the Role** | | | | |
| F1  F2  F3 | Ensuring all financial risks associated with engineering contracts are minimised and all off-chargeable costs are invoiced and captured in a timely manner.  Managing relationships with customers and suppliers, to achieve Southeastern’s best interest.  Gaining participation from other areas of the business, without having direct influence over the priorities or objectives of those people. | | | | |

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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 and Qualifications Supply chain management and commercial contracts – qualification and/or experience.  A technical/engineering related background – qualification and/or experience.  Train Operating Company – understanding and/or experience desirable.  Project Management – qualification and/or experience desirable. | | | | |
| G2 | Skills (including any specific safety critical competencies) Commercially astute.  Good interpersonal and communication skills, including the ability to report at senior management level.  Analytical with data to derive root cause issues.  Well organised and able to demonstrate good attention to detail. | | | | |
| G3 | Behaviours Positive, enthusiastic, confident.  Self-motivated and driven, yet able to achieve results in a team context.  Ability to establish and build successful working relationships with suppliers. | | | | |
| G4 | **Other**  Ability and desire to travel to suppliers. | | | | |
| H | **Dimensions of Role** | | | | |
| H1 | Financial – Direct: | | Approx £1m per annum | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | | None | | |
| H4 | Staff Responsibilities – Other: | | None | | |
| 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: |  |