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|  | **Post Details** | | | | | | |
|  | Job Title: | Accessibility and Inclusion Manager | | Function: | | Commercial | |
|  | Location: | 4 More London Riverside, London, SE1 2AU | | Unique Post Number: | |  | |
|  | Reports To: | Head of Inclusive Customer Experience | | Grade: | | MG1 | |
| B | **Purpose of the Job** | | | | | | |
|  | An integral part of the team championing an inclusive customer experience for all Southeastern passengers placing accessibility and inclusion at the heart of everything we do. Reporting to the Head of Inclusive Customer Experience, the Accessibility and Inclusion Manager will support in ensuring that we deliver our strategy and programmes of work on improving accessibility, inclusion and integrated travel for all our passengers. They will take ownership of a variety of projects and ensure that these are successfully delivered from start to finish, and obtaining support and buy-in from across the business.  The role holder will become a subject matter expert in relation to customer accessibility and inclusion and join the team accountable for delivering the compliance aspects of our commitments (under the Accessible Travel Policy and Equality Act 2010), at the same time as championing service well above and beyond compliance. The Accessibility & Inclusion Manager will need to business partner with other teams and colleagues to enable continuous improvement in customer experiences based on real world needs and identified pain points.  As well as the management of pre-planned projects of work, the role holder will be required to support in the quick delivery of solutions to problems raised by customers, colleagues and stakeholders. | | | | | | |
| C | **Principal Accountabilities** | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17  C18 | Work with the Head of ICE and other CX colleagues to support and guide operational teams driving accountability to deliver the vision and strategy for those customers with accessibility needs, including ‘brilliant basics’ day-to-day delivery by frontline leaders.  Support frontline teams by delivering the tools, processes, knowledge and confidence to deliver an excellent service.  Monitor the delivery of planned and unplanned assists identifying and escalating opportunities for improvement.  To build strong partnerships and relationships, identifying opportunities to raise greater awareness of obligations, strategic plans and issues as needed  Maintain knowledge of relevant legislative changes to enable a forward view of the emerging policy and practice. Maintain the ATP in life, tracking and escalating opportunities to improve ensuring that it is accessible to customers as needed.  As directed by Head of ICE, work closely with RDG ORR, DPTAC and relevant industry bodies to maintain current awareness and confidence in our delivery and agenda of accessibility best practice.  Identify opportunities for innovation and best practice and escalate to line manager with practical suggestions for improvement.  In conjunction with line manager and wider team conduct learning reviews of any “own goals” to mitigate their impact and embed opportunities for improvement.  Horizon scan for emerging themes, policy changes and issues escalating to line manager in the first instance.  Work alongside the accessibility panel facilitating their meetings and broader remit.  Work in collaboration with the HR team, to identify opportunities for customer (external) and employee (internal) D&I agendas to be aligned and complementary.  Support the Accessible Travel Policy programme of work, ensuring that all aspects of the ATP are complied with and understood across the business, and escalating where needed.  Support the delivery of our commitments for accessibility under Southeastern’s service agreement with the Department for Transport, taking ownership of and managing projects from start to finish  Manage and deliver projects that form part of the Southeastern Accessibility & Inclusion Strategy as well as projects to improve integrated travel on Southeastern journeys  Maintain and evolve (where needed) reporting structures for our performance on accessibility and inclusion, including areas specifically relating to the delivery of Passenger Assist, the reliability of this service and the customer feedback we receive.  Work in collaboration with the Comms team to explore the increased use of social media to expand our current offering and improve the benefit to passengers with disabilities.  Conduct “Equality Impact Assessments” and work with Head of ICE to embed the practise within Southeastern.  Support the Head of ICE to prepare and report to the DfT annually as laid out in the BPC. | | | | | | |
| G | **Person Specification**  Ability to apply professional project management techniques to ensure controlled and effective delivery of projects, programmes and pieces of work, ensuring delivery against Southeastern’s expectations and obligations  Strong communication, facilitation and presentation skills.  Work in an agile way to react to change and respond with solutions in a timely fashion outside of pre-planned project work.  Act as an internal voice of customers on accessibility and customer experience.  Excellent interpersonal and engagement skills and the ability to build and maintain effective relationships with key stakeholders inside and beyond Southeastern to achieve the best outcomes for the business and accessible railway aspirations.  Empathy with the customer, understanding of customer experience development and roadmap development.  Strong understanding of the challenges facing railway service delivery  Strong analytical and problem-solving skills.  Able to be personable and constructively gain support from areas of the business.  Be confident in challenging existing ways of working and perceptions. | | | | | | |
| G1 | Experience, Knowledge & Qualifications - Essential Good educational background A level or equivalent- able to demonstrate strong written and verbal communication skills.  Experience of working on the railway or in comparable transport environment in a customer service role.  Awareness and understanding of relevant legal and industry compliance requirements and aspirations  Skills (including any specific safety critical competencies)  Persuasiveness – Presents the key points of an argument persuasively. Negotiates and convinces others and influences decisions.  Communication - Expresses oneself confidently and effectively. Is friendly and engages others in open, honest and productive conversations.  Commercial Awareness - Understands and applies commercial and financial principles. Views issues in terms of costs, profits, markets and added value.  Planning and Organising – Organises and schedules events, activities and resources. Sets up and monitors timescales and plans. Organises own time effectively and creates own work schedules.  Ability to think outside the box in challenging business and industry barriers and blockers to enable delivery of an improved customer experience for all customers  Demonstrable passion around excellence in customer experience  Excellent problem solver, with a creative approach and a “can do” attitude | | | | | | |
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| I | **Acknowledgement** | | | | | | |
| I1 | Prepared By: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |