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| A | **Post Details** |
|  | Job Title: | Benchmark Analyst  | Function: | Train Services |
|  | Location: | Ashford/James Forbes House | Unique Post Number: |  |
|  | Reports To: | Performance Analyst  | Grade: | ASG |
| B | **Purpose of the Job** |
|  | To monitor, report on and prepare claims within timescales for all Schedule 7.1 benchmarks contained within the Southeastern Franchise Agreement |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9 | Have thorough knowledge and expert understanding of the Schedule 7.1 Performance benchmarks contained within the Southeastern Franchise Agreement and the workings of the Force Majeure Clauses. Identify potential SRCT and Force Majeure claims using TRUST performance data, the KICC log and delay attribution team advice of incidents.Advise the Franchise Management team of all potential Force Majeure Claims within 24 hours of their occurrence.Gather all supporting evidence required under the DfT’s SRCT process to prepare reports for claims to DfT.Submit all required reports for SRCT and Force Majeure Claims within timescales to the Franchise Management Team.Prepare weekly and period reports for the Performance Manager detailing company compliance to Schedule 7.1 Benchmarks.Provide evidence to Performance Analysis Manager of company benchmark position for future activity and advice to KICC for management of service.Work with Access Contracts team to determine mileage forecasts and impact on Schedule 7.1 benchmarks, capacity and cancellation losses and their impact.Provide a weekly tracker of all SRCT and Force Majeure Claims that are open with a record of successful claims and impacts regained. |

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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: not applicable |
| E | **Decision making Authority** |
| E1 | Claim Preparation |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1F2 | Identification of appropriate incidents for claims.Report preparation for DfT for SRCT and Force Majeure Claims. |

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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 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 are We care passionately about people* + 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

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 & Qualifications Good education.Excellent written and oral command of the English Language.Computer literacy (Excel, Word) and excellent presentation skills.Ability to prioritise workload.Ability to be precise and accurate**Desirable**Knowledge of the rail industry contractual framework.Knowledge of Southeastern operations. |
| G2 | Skills (including any specific safety critical competencies) Good communication skills.Good interpersonal skills. |
| G3 | Behaviours  |
| G4 | **Other** |
| H | **Dimensions of role** |
| H1 | Financial – Direct: | Nil |
| H2 | Financial – Other: | £0 |
| H3 | Staff Responsibilities – Direct: | Nil |
| H4 | Staff Responsibilities – Other: | Nil |
| H5 | Any Other Statistical Data: | Nil |
| I | **Acknowledgement** |
| I1 | Prepared By: | Dan Tall | Date: | 21/11/14 |
| I2 | Approved By (Head of Department): | Dan Tall | Date: | 21/11/14 |

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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: |  |