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| A | **Post Details** | | | | | | | | | | | | | | | | |
|  | Job Title: | | KICC Systems Enhancement Manager | | | | Function: | | | Train Services | | | | | | | |
|  | Location: | | Puddledock | | | | Unique Post Number: | | |  | | | | | | | |
|  | Reports To: | | Controller Competence & Improvements Manager | | | | Grade: | | | MG1 | | | | | | | |
| B | **Purpose of the Job** | | | | | | | | | | | | | | | | |
|  | The KICC Team delivers the day-to-day operation of the railway in partnership with Network Rail and other operators. The Service Delivery team is specifically responsible for train running, crew resourcing & passenger information and work with a wide range of internal and external stakeholders to ensure that trains are run to time, and when in disruption plans are put in place which are sensitive to the needs of customers and stakeholders.  The purpose of this job is to support the overall operation of the control room, integration with stakeholders and with subject matter expertise and rollout to the number of ‘control room systems’ modernisations taking place – including but not limited to IRMA replacement, Sheila Replacement.  Responsibilities for the job include stakeholder management, project planning, input into operational specifications, user acceptance testing and gathering and inputting controller feedback into new systems procurements & upgrades.  Interfaces with various third parties including the Department for Transport, Network Rail, other Train Operating Companies, RDG and GBRT team will be managed as appropriate.  This role will support the Controller Competence & Improvements Manager and Deputy Head of Service Delivery on ad-hoc operational requirements as and when required. | | | | | | | | | | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | | | | | | | | | | |
|  | Working within the Service Delivery team and specifically the competency and improvements team, principal accountabilities include: | | | | | | | | | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12 | Clarifying all project objectives, requirements and assumptions from the perspective of the control room  Developing and maintaining project plans and other project documentation according to the requirements of the PMO.  Ensuring that all deliverables are achieved to the appropriate levels of quality and the needs of passengers are at the centre of decision making  Write user acceptance tests and manage the different aspects of the software testing process  Assess and triage issues reported by users/testers of systems for reporting to the software developers for rectification  Managing interfaces and dependencies to and with other projects, ensuring clashes with systems, training and rollout are mitigated  Organise, facilitate and run training / refresher sessions where required  Identifying risks and managing mitigations, reducing any exposures; tracking and managing the resolution of risks and issues; managing Changes.  Reporting progress to the Heads of function as required  Using experience of railway operation and support roles to input subject matter knowledge and guide product design teams on procedural and architectural solutions  Supporting the Competence Specialist with assessments and assurance as required  Acting as a conduit between the service delivery team, major programmes team, Operations improvements team to ensure project success | | | | | | | | | | | | | | | | |
| 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 | | **** |
|  |  | | | | | | | | | | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | | | | | | | | | | |
|  | None | | | | | | | | | | | | | | | | |
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| E | **Decision making Authority** | | | | | | | | | | | | | | | | |
| E1  E2 | Dependant on the project. Significant costs and impacts on passengers and / or staff to be managed and controlled with support from the Competence & Improvement Manager  External – as agreed with relevant third parties | | | | | | | | | | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | | | | | | | | | | |
| F1  F2  F3  F4 | Understanding the impacts operationally, commercially and technically of the project activities along with interfaces with other projects.  Keeping the control teams and all Southeastern staff fully briefed on plans  Managing third parties, external suppliers, Network Rail.  Base knowledge requirements of controller roles and local methods of working | | | | | | | | | | | | | | | | |
| 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.  **Leading Southeastern**  X:\hr\Career Development\Leading Southeastern\Leadership Model Diagram.jpg  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 & Qualifications Essential:   * Be able to demonstrate a deep understanding of railway operations in multiple contexts * Knowledge of control room systems and software applications (Tyrell, Sheila, Irma) * Experience of managing conflicting priorities * The ability to manage multiple, complex activities at one time * The ability to create a sense of teamwork and belonging in a cross functional team * High standard of written and oral English * Strong interpersonal and presentation skills   Desirable:   * Assessor qualification * Working knowledge of a Train Operating Company * Knowledge of control room structures and systems * Experience of budgetary control and resource allocation procedures * Experience in contractual and financial management | | | | | | | | | | | | | | | | |
| G2 | Skills (including any specific safety critical competencies)  * Clear communicator – both oral and written. * Able to coordinate groups of people to deliver multiple tasks. * Supportive of others and able to positively challenge, creating an open environment for the project teams to operate in. * Strong analytical skills and the ability to digest and resolve complex problems. * Understanding of the commercial environment of a Train Operator, and able to apply that to project delivery. * Able to deliver to tight timescales. * A quick learner, who is flexible and open to new ideas. | | | | | | | | | | | | | | | | |
| G3 | Behaviours Influencing – Gains commitment to deliver the desired result, through the use of a range of interpersonal skills, focussing on persuasion, negotiation and selling    Quality Orientation – Shows awareness of goals and standards, ensuring that quality and productivity standards are met  Determination and professionalism – dedication and resolve to achieve the programme objectives  Honesty and Integrity – is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations  Flexibility – successfully adapts to changing demands, conditions and scenarios. | | | | | | | | | | | | | | | | |
| G4 | **Other** | | | | | | | | | | | | | | | | |
| I | **Dimensions of role** | | | | | | | | | | | | | | | | |
| I1 | Financial – Direct: | | | | | Total expenditure – to be confirmed once project scopes are agreed. £thousands. | | | | | | | | | | | |
| I2 | Financial – Other: | | | | |  | | | | | | | | | | | |
| I3 | Staff Responsibilities – Direct: | | | | |  | | | | | | | | | | | |
| I4 | Staff Responsibilities – Other: | | | | |  | | | | | | | | | | | |
| I5 | Any Other Statistical Data: | | | | |  | | | | | | | | | | | |
| J | **Acknowledgement** | | | | | | | | | | | | | | | | |
| J1 | Prepared By: | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| J2 | Approved By (Head of Service Delivery Department): | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **K** | **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: | |  | |

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| **L** | **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: |  |