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| A | **Post Details** |
|  | Job Title:  | Customer Transformation & Improvement Manager | Function: | Passenger Services |
|  | Location:  | Four More London | Unique Post Number: | FML/R/004 |
|  | Reports To:  | Head of Customer Transformation and Improvement | Grade: | MG2  |
| B | **Purpose of the Job**  |
|  | Taking direction from the Head of Customer Transformation & Improvement, to effectively deliver and manage high profile change & transformation programs for Passenger Services, by taking a holistic and big-picture approach to transformation. Lead the project/programme life cycle ensuring projects are delivered on time and budget.Provide management information and programme/project progress updates, up to and including board level, highlighting any risk or opportunities to maximise return on investment.Providing key support to the Passenger Services Senior Leadership Team (SLT) with gathering supporting evidence to business cases submitted into the annual business plan. |
| C | **Principal Accountabilities** |
| C1C2C3C4C5 C6C7C8C9C10 | Work with Passenger Services SLT & wider business stakeholders to gather and collect evidence to prepare & review board papers and business casesWork with the Passenger Services team and Business planning teams to scope new ideas for the annual business planDirecting the subject matter experts and project managers where applicable, maintaining oversight and considering the optimum available solutions to ensure agreed changes are incorporated into business as usual effectively. Deliver and implement a range of complex cross functional and transformational strategic initiatives.Deliver continuous improvement initiatives, working closely with senior stakeholders and other members of the senior management team.Support the delivery of Southeastern’s strategy relating to industry wide change programmesWorking with external stakeholders including the Office of Rail and Road, Transport Focus, London TravelWatch and the Rail Delivery Group & wider DFTO colleagues.Collate and provide insight and management information to be shared at relevant Southeastern governance boards including monitoring of budgets, management of risks. Capturing any existing business plan initiatives where there is overlap with the wider transformation programme.Successfully embedding the change and enabling the required [benefits](https://www.apm.org.uk/resources/what-is-project-management/what-is-benefits-management-and-project-success/) to be recognised and reported on. Manage programme resource according to project and budget, identify any risks and propose solutions as needed. Interface with other workstreams within the transformation programme (e.g. People/Major Programmes) acting as a conduit for passenger services, to ensure alignment acting to resolve emerging issues swiftly and monitor the wider business plan/performance to consider impacts on the programme and vice versa, escalating issues as needed. |
| D | **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 are |

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| D1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)* Excellent communication skills, both written and verbal
* Strong experience of working cross functionally internally, with other TOCs, regulators and industry bodies
* Proven track record of successfully delivering projects and implementing organisational changes.
* Experience of developing collaborative solutions to business challenges
* Strong financial and business acumen
* Experience in working with senior stakeholders and communicating to them effectively.
* Ability to Influence at all levels – Gaining commitment to deliver the desired result, through the use of a range of interpersonal skills, focussing on persuasion, negotiation and gaining buy in
* Able to demonstrate a broad-based view of issues, events and activities and a perception of their longer term impact or wider implications.
* Ability to show direction and inspire commitment to achieve common goals and the ability to coach to improve performance.
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| D2 | Skills (including any specific safety critical competencies) * High level of influencing skills across all levels of the business
* Commercially astute with demonstrable experience of working to tight deadlines
* Able to translate complex data in a format that is understandable to non-subject matter experts
* Demonstrated experience of managing projects to tight deadlines and to budget
* Ability to work efficiently, and collaborate across Southeastern, Network rail and wider DfTO TOC’s
* Able to zoom out and take inspiration from other industries and apply learnings within Southeastern.
* A solid understanding of passenger services directorate (desirable)
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| D3 | Behaviours * Think what if
* Show you care
* Make great things happen
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| E | **Decision making Authority** |
| E1E2 | The ability to robustly make suggestions with internal and external stakeholders to help with the correct decision to enable positive actions. Stakeholder management and inclusion decisiveness – ensuring that subject matter experts and affected parties are kept updated and involved within appropriate timeframes to ensure a smooth communications cascade across numerous functions.  |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1F2 | Ensuring all departments are delivering on time and working together, with the ability to pivot throughout the project lifecycle.Managing a complex programme of change with a very wide stakeholder and decision maker matrix.  |