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| A | **Post Details** |
|  | Job Title: | Train Service Manager(TSM) | Function: | Train Services |
|  | Location: | KICCPuddle Dock | Unique Post Number: |  |
|  | Reports To: | Passenger Experience Delivery Manager | Grade: | MG1 |
| B | **Purpose of the Job** |
|  | The Train Service Manager monitors and manages the real time delivery of Southeastern’s train service, making sure that we provide the best possible passenger service and operational performance. You will make sure the service runs on time whilst protecting the needs of passengers, making best use of resources and adhering to contractual requirements.If things don’t go according to plan, you will decide the best course of action and put this into place, working with Southeastern and Network Rail staff to ensure that we get our trains back on time as quickly and efficiently as possible with the best interest of our passengers in mind. Working in our 24/7 Control Centre, this is a challenging, varied role which requires you to have both a good head for detailed planning and for making quick decisions with the ability to keep calm under pressure. Communication skills are vital as you will be dealing with a wide variety of roles across our company. |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10C11C12 | Proactively monitor and manage the real time operation of Southeastern train services, investigating and responding to any reported incidents or irregularities.During train service disruption, work closely with the resource management and engineering planning teams to ensure the optimum use of crew and units to ensure the disruption to passengers is kept to a minimum. If required, devise and implement contingency plans to ensure the best outcome for passenger needs, performance, revenue, costs and contractual requirements.Ensure that changes to the service are communicated widely to both staff and passengers through effective liaison with the KICC information team.Work collaboratively with Network Rail staff to ensure any incidents affecting Southeastern services are managed effectively and take into account the needs of our passengers. Manage in-service defects liaising closely with Metro and Mainline Defect Controllers, particularly ensuring the cut & run policy is adhered to. Ensure all units removed from service are communicated to engineering planning so that defects are properly diagnosed and rectified as quickly as possible.Ensure that service alterations in real time are updated in the GENIUS database liaising closely with engineering planners during CSL2 incidents to ensure all changes are captured to enable the effective recovery of maintenance plans. Effectively manage all stranded train incidents adhering to the stranded passenger policy. Also effectively manage all ill passenger incidents ensuring the ill passenger policy for Kent is followed. In both cases, ensuring that the relevant communication protocols are adhered to. Ensure that adequate documentation is maintained to address legislation, regulations, group standards and Southeastern internal requirements.Closely monitor service throughout the day indentifying any persistent performance risks and provide solutions for corrective action where possible and identify repeat PPM failures communicating to the PEDM for the respective right time railway groups to take forward.When adverse weather is forecast make sure that Key Route Strategy plans are agreed with Network Rail and arrange for the running of additional “Ghost Trains” where necessary. In extreme circumstances ensure that first train coach lengths are increased for known areas of risk across the network. Compile emergency train service plans when Network Rail institute emergency engineering works at short notice and ensure that these are communicated widely to both internal and external customers, through the Information team. |
| 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: None |
| E | **Decision making Authority** |
| E1 | Real time decision making to amend the train service taking into consideration passenger needs, revenue, costs and contractual requirements. |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1F2F3 | Working unsociable hours in a busy and demanding office.Having to make decisions which will not be approved by everyone but are to the benefit of the majority of Southeastern passengers. Working with Network Rail staff and other Southeastern Managers to produce the best results. |
| 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 & Qualifications An awareness of the impact of actions/decisions made on passengers and staffThorough knowledge of the relevant geography, including stations and track layouts and services operated by Southeastern.Good knowledge of relevant operating, rolling stock, engineering, train crew and station procedures. Good knowledge of passenger flows around the Southeastern networkGood knowledge of generally available and bespoke IT systemsGood general education with passes in English Language and Mathematics.Ability to create own inputs and influence at a number of levels in the organisation.Ability to produce and implement emergency plans when routes become blocked. |
| G2 | Skills Problem solving with a logical thought processExcellent communication skills.Excellent attention to detailCommercial awareness- Understands and applies commercial and financial principles.Adding value- Exploits opportunities to improve results and add value to the business. |
| G3 | Behaviours Resilience- Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks.Professionalism- Interacts with others in a sensitive and effective way. Respects and works well with others.Able to multi task and deal with several problems in parallel. |
| G4 | **Other** |

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| H | **Dimensions of role** |
| H1 | Financial – Direct: None |  |
| H2 | Financial – Other: Impact on performance regime and passenger satisfaction |  |
| H3 | Staff Responsibilities – Direct: None |  |
| H4 | Staff Responsibilities – Other: None |  |
| H5 | Any Other Statistical Data: N/A |  |
| I | **Acknowledgement** |
| I1 | Prepared By: |  | Date: |  |
| I1 | Approved By (Head of Department): | Andy Toplis | Date: | 07/02/2017 |
| **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: |  |