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| A | **Post Details** | | | |
|  | Job Title: | Performance Investigator | Function: | Train Services |
|  | Location: | Various | Unique Post Number: |  |
|  | Reports To: | Performance Investigation Manager | Grade: | ASG |
| B | **Purpose of the Job** | | | |
|  | To investigate causes of delay, feeding appropriate data into the Bugle System to allow correct delay attribution, working with local teams to provide link with Delay Attribution Team. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6 | Support the Attribution process using good investigative techniques to ensure Se has accurate performance information.  Assist with delays attributed on a daily basis in conjunction with the delay attribution team and agree on support required to ensure a root cause is identified for all delays with local teams.  Monitor emerging operational performance trends at a local level, providing information to local managers to assist with the eradication of causes of delay.  Undertake local investigations of root cause delays as requested by your manager.  Undertake severe disruption support, liaising with traincrew and the KICC, as requested by KICC.  Undertake investigations of large delays of above 200 minutes to ensure attributed delay is correct within the TIN. | | | |

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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: | | | | |
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| E | **Decision making Authority** | | | | |
| E1 | Accuracy of attribution. | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | To support the investigation of incidents to get to the root cause of delay. | | | | |

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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 the following Southeastern values and behaviours in all potential staff and our existing staff looking for promotion …. **OUR VALUES – Safe, Professional, Honest, Friendly and Flexible**  **OUR BEHAVIOURS**   * **Professionalism** – Aims to be the very best they can be through their attitude & respect for others. * **Honesty & Integrity** – Is transparent and honest taking full responsibility for actions. Demonstrates confidence and courage, dealing effectively with difficult situations * **Team work, Sharing and Supportive** – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others. * **Adding Value** – Exploits opportunities to improve results and add value to the business. * **Empathetic** – Is empathetic to the needs of colleagues/customers, earning their trust and respect. * **Taking a Broader view** - Champions change and considers the long-term impact of decisions across the business   …. along with the particular experience/knowledge, skills and behaviours relevant to the position applied for.  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 Articulate, numerate and able to produce concise and logical, written reports  Must be determined and persuasive and be able to follow through to completion despite obstacles.  Traincrew terms and conditions, crew diagramming and rosters.  Clear understanding of Southeastern’s performance objectives at company level.  Thorough knowledge of Southeastern and Network Rail operations, network and train plans.  Understanding of delay attribution and validation process (e.g. TRUST, Bugle, delay and manager coding).  Knowledge of the following computer systems: Microsoft Office Excel and Word, TRUST, P2, Sheila, BUGLE |
| G2 | Skills (including any specific safety critical competencies) Communication - Expresses oneself confidently and effectively. Is friendly and engages others in open, honest and productive conversations.  Planning & Organising - Organises and schedules events, activities and resources. Sets up and monitors timescales and plans, setting realistic time-scales.  Persuasiveness – Presents the key points of an argument persuasively. Negotiates and convinces others, changes people’s views and influences decisions.  Problem Solving – Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements  Flexibility & Adaptability – Ability to respond positively and cooperatively to change, challenges and conflicting demands. |
| G3 | Behaviours Teamwork, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others.  Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations. |
| G4 | **Other** |

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| I | **Dimensions of role** | | | | |
| I1 | Financial – Direct: | |  | | |
| I2 | Financial – Other: | |  | | |
| I3 | Staff Responsibilities – Direct: | |  | | |
| I4 | Staff Responsibilities – Other: | |  | | |
| I5 | Any Other Statistical Data: | |  | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | Daniel Tall | | Date: | 25/04/19 |
| J2 | Approved By (Head of Department): | Daniel Tall | | Date: | 25/04/19 |

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| **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: |  |
| **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: |  |