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| A | **Post Details** |
|  | Job Title: | General Manager (Operational Readiness) | Function: | Operations & Safety |
|  | Location: | 4ML | Unique Post Number: |  |
|  | Reports To: | Operations & Safety Director | Grade: | SMG |
| B | **Purpose of the Job** |
|  | This role is principally to ensure alignment of various programmes/projects enabling the Operations & Safety directorate and wider business to act early to ensure operational readiness. Minimising disruption, effectively embedding, and introducing change and optimising operations to ensure the benefits from multiple change programmes are realised. |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10C11C12C13.C14C15 | Lead all aspects of the business planning process for the Operations & Safety team, including quarterly forecast process and annual business plan, working with other departments as appropriate.Work with other departments and teams within Se to deliver operational and fleet change schemes including (but not limited to) new fleet introduction, cascaded rolling stock, GSMR, and implementation of revised operating procedures ensuring all compliance, assurance and operational requirements are completed. Work with Network Rail to identify opportunities, deliver efficiencies and performance improvement through a blockade strategy for CP7. Represent Se at all reviews and planning meetings as appropriate.Ensure business readiness for engineering work plans, working cooperatively with all departments to deliver blockades and major engineering works successfully.Manage the Se Bus Contract, work with supplier to ensure targeted contractual delivery while working to improve the service Se offers to customers at weekends during engineering works. Lead or support Alliance Schemes as directed by the Operations & Safety Director.Assure integration and readiness of operations systems into the business to maximise opportunities for business efficiency and operational improvement. Such items to include KICC Phone replacement, Operational procedures software, IRMA and other operational systems as directed.Support delivery of the Step Forward Programme and lead the On Board schemes.Act as liaison with NR Kent Route and NR(HS) for CP7 and CP4 planning ensuring wider business understanding of the key commitments and that Se plan effectively around their delivery.Work with the Major Programmes team to ensure Se are ready for major NR delivery schemes such as Thanet Parkway and Victoria re-signalling.Undertake or ensure operational readiness assurance is undertaken around changes in operation including timetable change, implementation of major NR schemes or change in Se’s delivery of plan for specific events.Report to the Operations & Safety Director regarding completion of actions arising from internal reviews and industry report recommendations external to safety. Optimise organisational design, preparation and implementation as directed by the Operations and Safety Director.Work with teams within the Operations & Safety Directorate to improve traincrew availability including the apprentice scheme, revision of standards and adoption of industry best practice.Prepare necessary contingency and operational plans for major impacts, for example Dover Sea Wall opening, industrial action etc. |
| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | **🗸** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | 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: |
|  | * N/A
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| E | **Decision making Authority** |
| E1E2E3E4 | Application of relevant HR procedures to appropriate designated levelManage expenditure within delegated financial authoritiesUse of buses within the terms of the bus contract.Implementation of risk management actions either arising from weather or as a result of activity if a member of SDEG  |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1F2F3 | Working with multiple teams across a wide ranging remit to improve delivery to customers at points of major change.Preparing business plans, proposals and business cases to support delivery of the Operations & Safety directorate.Working with NR, ensuring Se’s perspectives and objectives are considered within NR plans and influencing NR to deliver effectively. |

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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 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 (including any specific safety training requirements)Educated to degree level.Proven track record of line management experience to a senior level in operations management, preferably within the rail industry.Good knowledge of the contractual arrangements affecting train service performance. |
| G2 | Skills (including any specific safety critical competencies) Strong leadership skills - Sets direction and inspires commitment to achieve common goals. Coaches to improve performance.Influencing skills – Gains commitment to deliver the desired result, through the use of a range of interpersonal skills, focussing on persuasion, negotiation and selling.Team working – Can develop productive, motivated teams. Planning & Organising skills – Translates strategy and goals into practical working plans, modifying plans quickly in the light of changing business priorities. Computer literate with the ability to think strategically and creatively.Analytical and financial competence.Commercial Awareness – Uses understanding of Southeastern and its position within the marketplace to grow the business. Understands risks and their likely financial consequences. Customer Focus – Seeks and acts upon customer feedback to grow the business, ensuring the team keep up to date with customer needs and anticipate future trends.Adding Value – Demonstrates an outstanding determination to improve results. |
| G3 | Behaviours Results orientated with the ability to motivate to meet demanding targets.Adding Value – Demonstrates an outstanding determination to improve results. |
| G4 | **Other**Ability to network across the industry to learn from others and develop and implement good practice from elsewhere |
| H | **Dimensions of role** |
| H1 | Financial – Direct: | As per budget |
| H2 | Financial – Other: | Bus Contract £7-13M |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  **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: |  |