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| A | **Post Details** | | | |
|  | Job Title: | Performance Investigator | Function: | Joint Performance Team |
|  | Location: | Various | Unique Post Number: |  |
|  | Reports To: | Performance Investigation Manager | Grade: | ASG |
| B | **Purpose of the Job** | | | |
|  | To investigate causes of delay to assist front line mangers in developing solutions to performance issues and eradicate delay to improve our customer experience. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10 | Investigate causes of delay to assist front line mangers in developing solutions to performance issues and eradicate delay to improve our customer experience.  Manage investigation projects from start to end including all planning, deployment, recording, reporting, analysing and summarizing activities. Also to include presentation to the wider organisation and internally within the Joint Performance Team.  Undertake direct observation of train operations and movements, collect data and make considered judgements on causes and reasons for issues.  Use IT and other methods to collect data on investigation and monitoring activities. Prepare and collate reports for submission to other teams within the Joint Performance Team, and other functions within the organisation.  Monitor and analyse emerging operational performance trends at a local level, providing information to local managers to assist with the eradication of causes of delay.  Undertake network filming to assist with detection of infrastructure issues such as intrusive vegetation and other infrastructure issues.  Prepare and collate reports in respect of filming carried out or submission to other teams within the Joint Performance Team, and other functions within the organisation.  During periods of disruption work with the Kent Intergrated Control Centre and traincrew to lessen the effect of disruption on passengers.  Support the driver organisation and the Delay Attribution Team to ensure that accurate root cause information is obtained for delays.  Use investigative data and IT systems to obtain information in relation to delays and other performance related issues with a view to compiling reports or attributing delays accurately. | | | |

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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: | | | | |
|  | Carrying out Planned General Inspections of the following locations:   * N/A | | | | |
|  | Acting as Fire Precautions Manager for the following locations:   * N/A | | | | |
| E | **Decision making Authority** | | | | |
| E1 | Make decisions in conjunction with the Resource Managers regarding traincrew during disruption. | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | To support the investigation of incidents to obtain 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 Southeastern values 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 We care passionately about people  * + 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   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*(Training and guidance will be given to those items identified as ‘Desirable’)* Articulate, numerate and able to produce concise and logical, written reports (Essential)  Must be determined and persuasive and be able to follow through to completion despite obstacles. (Essential)  Ability to evaluate information and data, and arrive at considered and justified conclusions. (Essential)  Knowledge of the following computer systems: Microsoft Office Outlook, Excel and Word (Essential)  Traincrew terms and conditions, crew diagramming and rosters. (Desirable)  Clear understanding of Southeastern performance objectives at company level. (Desirable)  Knowledge and understanding of Southeastern and Network Rail operations, network and train plans. (Desirable)  Understanding and experience of delay attribution and validation process along with associated systems. (Desirable)  Personal Track Safety (Desirable) |
| 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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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | |  | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | |  | | |
| H4 | Staff Responsibilities – Other: | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | Sarah Shirley | | Date: | 04/10/18 |
| I2 | Approved By (Head of Department): | Dan Tall | | Date: | 04/10/18 |

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| **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: |  |