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| A | **Post Details** | | | | | | | |
|  | Job Title: | Senior Delay Attribution  Co-ordinator | Function: | Train Services | | | | |
|  | Location: | Puddledock | Unique Post Number: |  | | | | |
|  | Reports To: | Performance Attribution Manager | Grade: | ASG | | | | |
| B | **About the Joint Performance Team (JPT)**  The JPT is made up of Performance professionals from Southeastern and Network Rail Kent Route. We are all focused on a key aim of improvement on-time train performance.  Within the JPT we see members of the team as individuals and believe that diversity within the team is important to doing the job well. We support a good work/life balance to help get the best out of our people and are supportive of flexible/hybrid working.  We continuously look to develop our people, through formal training programmes, online learning tools or via less formal ‘on the job’ learning. We want to give our people the skills, trust and confidence they need to allow them autonomy in their role. | | | | | | | |
| C | **Purpose of the Job** | | | | | | | |
|  | To ensure attribution is consistent and compliant with the DAPR (delay attribution principles and rules), utilising available systems and information sources.  To investigate and validate any incidents attributed to Southeastern, reviewing incident responsibility with Network Rail and internal functions to ensure correct prime delay causes are identified.  To validate and ensure consistency of accurate attribution of incidents to the correct responsible manager and cause. | | | | | | | |
| D | **Principal Accountabilities** | | | | | | | |
| D1  D2  D3  D4  D5  D6  D7  D8  D9  D10  D11  D12  D13 | Investigate delays attributed to Southeastern to ensure that all attributions are valid, disputing any attributions where on-shift agreement cannot be obtained.  Update TRUST records appropriately, reflecting information in reports requested and received with appropriate incident documentation contained in Tracs-DA.  Consistently and accurately attribute Southeastern caused delays to the correct responsible manger and prime cause code, in compliance to the DAPR.  Administer the internal re-attribution process in accordance with the agreed guidelines, liaising with Network Rail and internal functions amending TRUST records as appropriate, seeking guidance from the Performance Attribution Manager as required. Feedback to responsible managers and performance investigators the need for further information and incident outcomes.  Maintain Bugle records to reconcile with TRUST data from the outputs of the internal attribution process.  Monitor and identify issues in the accuracy of Network Rail attribution and the level of response to report requests.  Identify and highlight any issues affecting data quality, including berth offsets and timings or trends in attribution.  Advise the JPT Head/Deputy Head and JPT leads (as required) of any attribution issues identified in significant issues.  Manage the L2 dispute resolution process in conjunction with the Network Rail DRCs, maintaining accurate information in the L2 spreadsheet and in Tracs-DA / Bugle.  Support the collation of documents and evidence for any incidents escalated to L3 and above.  Input the daily ‘A’ statement data requirements, to be available for Finance and Contracts review.  Support the L1 DA and PI teams with any delay attribution queries in line with DAPR requirements.  Ensure timely download of data into Bugle on a daily basis as specified. | | | | | | | |
| E | **Safety Responsibilities** | | | | | | | |
| E1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | X |
| E2 | This is a KEY SAFETY POST | | | | Yes |  | No | X |
| E3 | This post requires SECURITY CLEARANCE | | | | Yes |  | No | X |
| E4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | X |
| E5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | X |
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| E6 | The post holder has the following specific safety responsibilities: | | | | | | | |
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| F | **Decision making Authority** | | | | | | | |
| F1 | Negotiate with Network Rail and internal functions to agree delay attribution at Level 1 and Level 2 of the dispute process. | | | | | | | |
| G | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| G1  G2  G3 | Being thorough in investigating down to root cause to identify responsibility.  Being able to present reasons behind a decision as to responsibility in a logical and clear manner and not be influenced by diverging views.  Managing the interface with Network Rail and internal functions over attribution outcomes. | | | | | | | |

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| H | **Person Specification:** |
|  | Experience, Knowledge & Qualifications – Essential Good education.  Good level of literacy.  Comprehensive knowledge of the Southeastern operating area.  Knowledge and experience of TRUST delay investigation and attribution principles (DAPR).  Knowledge and experience in Microsoft Office Word, Excel and Outlook.  Thorough knowledge of TRUST, P2, CCF, Tracs-DA, Bugle and other relevant systems. |
|  | Experience, Knowledge & Qualifications – Desirable Knowledge of rail industry contractual framework. Behaviours and Skills – Essential Strong interpersonal skills.  Must be innovative, creative, and highly motivated.  Good investigatory skills.  Persuasiveness- Presents the key points of an argument persuasively. Negotiates and convinces others, changes people’s views and influences decisions.  Excellent communication skills.  Able to work accurately. Detail conscious.  Planning and organising-organises own time effectively, prioritises and prepares in advance.  Professionalism- Interacts with others in a sensitive and effective way. Quickly builds rapport and easily establishes relationships. |
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| I | **Dimensions of role** | | | | |
| I1 | Financial – Direct: | | Nil | | |
| I2 | Financial – Other: | | Nil | | |
| I3 | Staff Responsibilities – Direct: | | Nil | | |
| I4 | Staff Responsibilities – Other: | | None | | |
| I5 | Any Other Statistical Data: | |  | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | Wayne Fuller | | Date: | 16/12/24 |
| J2 | Approved By (JPT Head of Department): | Maureen Dominey | | Date: | 16/12/24 |

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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: |  |