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| A | **Post Details** | | | | | | | |
|  | Job Title: | Performance Engineer | Function: | Engineering | | | | |
|  | Location: | Slade Green, Ramsgate and Gillingham depots, other locations as required | Unique Post Number: |  | | | | |
|  | Reports To: | Engineering Performance Manager | Grade: | MG1 | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | To identify, monitor, and report on all aspects of fleet performance (inclusive of but not limited to delay attribution, and incident management) for all Southeastern operated Fleets, identifying and investigating trends within the Engineering Directorate. To carry out quality assurance checks such as “in process checks” and “finished work inspections” as required  Ensure compliance to quality control and fleet safety processes and procedures within the Engineering department.  Drive continual improvement in the reliability, and customer satisfaction of vehicles entering service from engineering maintenance facilities by means of investigation, statistical analysis, provide feedback and advice to MDC’s on defect management, and technical audit. Highlight areas of weakness and opportunities for improvement, within the DOTEL and other processes effecting performance. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11 | Undertake all elements of delay attribution for southeastern engineering department inclusive of in-service incidents and shunting operations. And feedback to the relevant parties on findings and improvement opportunities.  Represent engineering and undertake relevant actions at meetings/ workshops that require engineering performance participation (SPIR, RTR, Process workshop, etc)  Carry out incident investigations to identify root cause and work with functional management to develop and implement effective corrective / preventive action. Verify the effectiveness of the actions taken.  Identify Key Performance Indicators that relate to performance and fleet Safety. Establish data acquisition and analysis processes that provide information to Senior Managers.  Carry out a programme of technical product audits in conjunction with the quality team as required. Apply business and technical knowledge to make recommendations and raise Corrective Actions where appropriate.  Advise the engineering management team on error reduction and human issues. Highlight concerns relating to current performance or opportunities for improvement in reports and at management review meetings.  Ensure the engineering department’s compliance to the Vehicle Change Process by carrying out the duties of the “Assessment Party” as required.  Provide an on-call Fleet Technical Officer (FTO) incident response service. Where necessary this may require attendance at-site for incident investigations and reporting on incidents and mishaps. The post holder will report findings together with recommendations.  Carry out vocational competence assessments as required (Safety Critical).  Produce reports relating to the above areas of accountability.  Act as deputy to the Engineering Performance Manager and undertake other duties as required. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes | **P** | No |  |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | | Yes |  | No | **P** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | | Yes |  | No | **P** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes | **P** | No |  |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes | **P** | No |  |
|  |  | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | * ‘Competent Person’ for Engineering Change * Investigation of incidents occurring at Southeastern location or on Southeastern rolling stock. | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1  E2 | Authority to raise Non-Conformances (Incidents & Lapses) and recommend closure of these.  Authority to access vocational competence of individuals | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1 | Facilitating and supporting delivery of fleet performance requirements, where the accountability for delivery generally lies with other managers.  Understanding customer and other interested parties' requirements with regards to performance and working collaboratively to ensure processes, procedures and practices that meet both quality and performance requirements are efficient, effective, and adhered to.  Influencing continual improvements in behaviours and culture which are aligned with wider engineering and company objectives.  Analysing rolling stock data and performance KPIs to ascertain quality root cause and where applicable work with stakeholders to identify improvements initiatives. | | | | | | | |
| 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 make the difference together** * **We aim to be the best**   We also require more than competent performance against our Leadership & Management Competency Framework.  Professional People  https://engagesoutheastern.s3.amazonaws.com/uploads/content/image/1520860284_professional_People_Graphic.jpg  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) 5+ years' experience in general rolling stock, knowledge of planned maintenance processes and repair of rail vehicle systems.  Vocationally competent in general rolling stock, knowledge of planned maintenance processes and repair of rail vehicle systems.  General knowledge of all current types of Southeastern operated rolling stock.  Qualified Internal Auditor (desirable)  Minimum HND/HNC or equivalent in an engineering discipline.  Completed a recognised Advanced Apprenticeship framework (Level 3) or equivalent.  Demonstrable Continued Professional Development (CPD) through membership of professional institution (such as the IMechE, IET or CQI) (desirable).  Institute of Leadership and Management Level 3 (ILM3) qualification or equivalent (desirable). | | | | | | | |
| G2 | Skills (including any specific safety critical competencies) Excellent managerial skills and knowledge demonstrated through these requirements.  Good communication skills (both written and verbal) to engage with colleagues; working at all levels within the organisation.  Proven analytical, problem solving and investigation skills, with the ability to establish root cause and identify appropriate corrective action.  Good planning and organising skills.  Excellent computing skills. Understanding of Computerised Maintenance Management Systems (CMMS) and ability to use Microsoft Office computer applications. Ability to perform an interrogation and interpretation of rolling stock Remote Conditional Monitoring data, and then turn into intelligent business information. | | | | | | | |
| G3 | Behaviours Professional and business focussed outlook.  Assertiveness  Attention to detail.  Aware of surroundings, naturally inquisitive and questioning. | | | | | | | |
| G4 | **Other**  The post holder will be required to conduct out of hours On-call FTO duties as per weekly On-call FTO roster.  The post holder will be required to hold a full UK driving license. In order to drive on-call vehicles.  The post holder will be required to be able to hold a Personal Track Safety and Designated Person qualification. | | | | | | | |

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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | | None | | |
| H2 | Financial – Other: | | As defined by Quality and Standards Manager | | |
| H3 | Staff Responsibilities – Direct: | | None | | |
| H4 | Staff Responsibilities – Other: | | None | | |
| H5 | Any Other Statistical Data: | | As defined by Engineering Performance Manager | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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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: |  |