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| A | **Post Details** |
|  | Job Title: | Passenger Services Roster Clerk  | Function: | Passenger Services |
|  | Location: |  | Unique Post Number: |  |
|  | Reports To: | Passenger Services Roster Team Leader  | Grade: | ASG |
| B | **Purpose of the Job** |
|  | To manage the day-to-day rostering activities for Passenger Services staff, supporting the delivery of a safe, reliable and Customer Focused train service, achieved through efficient forward planning of resources.  |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10C11 | Produce efficient rosters for station staff within agreed production deadlines and distribute to staff and managers as required.Weekly rattification of rosters with Owning Manager/RM and provide list of uncovered duties.Recording and monitoring of ‘off track & un-productive time’, including training, medicals and ad hoc leave.Maintaining and updating accurate records for the stations, including equalisation, Annual leave, Rest days, and Sundays.Ensure the full handover of key information with other RCs as required. Support the development of efficient rosters during Timetable changes and in line with and local requirement changes. Assist with data compilation to support budget and forecast production. Assist with the scheduling of staff for training and other release as required, ensuring costs are within forecast and kept to a minimum.Ensure strict deadlines for information required by the Payroll department are adhered to.Arrange the release of staff, as required, to attend meetings, training and any other non-productive requirements.Prepare draft rosters to assist the RM and managers with PA/Local changes. |

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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 | **✓** |
| D6 | The post holder has the following specific safety responsibilities: |
|  | N/A |
|  |  |
| E | **Decision making Authority** |
|  | N/A |
| F | **Most Challenging and/or Difficult parts of the Job** |
| F1 | Providing maximum coverage for all performance elements within budget and on time. |
| 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 – EssentialProficient in; Outlook, Excel, PowerPoint and Word applications. Experienced in all elements of the rostering process. Thorough knowledge of conditions of service applicable to station staff. Completed or working towards Ability to obtain Vocational Qualification in Business Administration (Level 2). Excellent working knowledge of relevant IRMA functionality.  |
| G2 | Experience, Knowledge & Qualifications – DesirableThorough knowledge of relevant Southeastern train service patterns coupled with a good understanding of Network Rail and/or HS1 geography.Awareness of rules, instructions and Railway Group and Company standards pertaining to station staff.  |
| G3 | Behaviours and Skills – EssentialExcellent attention to detail Sound decision making skillsFlexible approach to workingReport writing skillsCustomer awareness and focusPlanning and organising Excellent team working Good communication, negotiation, motivational skillsBehaves in an even-tempered manner putting everyone at ease and appears friendly and approachableSpeaks respectfully to and about colleagues and customers regardless of their culture, age, background etc. and uses appropriate and professional language at all times.Keeps problems in perspective and promptly carries out appropriate urgent actions |
| G4 | Other |
| H | **Dimensions of the Job** |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: YES |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: YES |  |
| H5 | Any Other Statistical Data: |  |
| 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: |  |