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| Department | Fleet Maintenance |
| Grade | MG1 |
| Reports to | Engineering Performance Manager |
| Location | Slade Green, Ramsgate and Gillingham depots, other locations as required |

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Performance Engineer

Your Purpose  
Your Talents

* **You’re a rolling stock expert –** With 5+ years’ hands-on experience in planned maintenance and rail vehicle systems
* **Vocationally sharp –** You’ve completed a recognised Level 3 Advanced Apprenticeship or equivalent and hold a minimum HNC/HND in engineering.
* **You’re a communicator –** Whether it’s written or verbal, you know how to engage across all levels of the organisation.
* **Problem-solving superpowers –** You get to the root cause and know how to fix it.
* **You plan, organise, and deliver –** With strong computing skills, you’re confident using CMMS, Microsoft Office, and using RCM data to turn insights into action.
* **You lead with professionalism –** Assertive, focused, and business-minded, you bring energy and precision to everything you do.

In this role, you’ll lead on fleet performance monitoring and improvement across Southeastern’s Fleet Maintenance Directorate, using data insights to investigate trends, manage incidents, and drive reliability and customer satisfaction. You’ll ensure quality assurance through in-process checks and finished work inspections, while supporting compliance with fleet safety and engineering standards.

You’ll provide expert feedback on defect management and technical audits, helping shape a culture of continuous improvement. You’ll identify areas of weakness and opportunity within DOTEL and other performance-related processes, supporting the delivery of safe, reliable, and high-performing fleet services.

Your Responsibilities & Accountabilities

* From in-service incidents to shunting operations, you investigate, report, and feedback insights that drive performance improvements.
* Represent the department at key meetings and workshops
* Lead investigations to uncover root causes, collaborate with management on corrective actions, and verify their effectiveness.
* Identify KPIs for fleet performance and safety and build smart data processes that inform senior leadership.
* Deliver technical product audits with the quality team, using your engineering expertise to recommend improvements and raise corrective actions.
* Advise on error reduction and behavioural insights, raising concerns and opportunities at management reviews.
* Ensure compliance with the Vehicle Change Process, acting as the “Assessment Party” when required.
* Provide on-call Fleet Technical Officer support, attending site incidents and producing clear, actionable reports.
* Carry out assessments for safety-critical roles, ensuring standards are met.
* Produce high-quality reports across all areas of accountability.
* Act as deputy to the Engineering Performance Manager and take on additional duties as required.

What We Trust You to Do – (Authority to Act)

* Authority to raise Non-Conformances (Incidents & Lapses) and recommend their closure, and to access vocational competence of individuals
* You’ll be required to conduct out of hours On-call FTO duties as per the roster.
* You’ll be required to hold a full UK driving license to drive on-call vehicles.
* You’ll be required to be able to hold a Personal Track Safety and Designated Person qualification.

Our Ways of Working

* **We think what if**

We see something we could do better. We get involved.

* **We show we care**

We look out for people. We do what we can to help.

* **We make great things happen**

We take on a task. We get it done.



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| Date created | 08/09/2025 |
| Approved by | Mark Stephens, Engineering Performance Manager |