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| A | **Post Details** | | | | | | | |
|  | Job Title: | Fleet Operations Manager | Function: | Engineering | | | | |
|  | Location: | 4 ML | Unique Post Number: |  | | | | |
|  | Reports To: | Head of Fleet Engineering | Grade: | MG2 | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | The Fleet Operations Manager is responsible for the day-to-day activities and management of the Fleet Operations function, which includes leading the Engineering Planning, Materials, Quality, Compliance, Engineer and Train Movements Competency, Fleet Safety and Performance teams.  The post holder provides independent compliance and safety assurance to the Head of Fleet Engineering to ensure that all aspects meet regulatory and legislative requirements.  The Fleet Operations Manager is also responsible for managing the Engineering KPIs and being the focal point within Engineering for communicating Engineering Performance to the wider business. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15 | Lead the Fleet Operations function with responsibility for Engineering Planning, Materials, Quality, Compliance, Engineer and Train Movements Competency, Fleet Safety and Performance.  Identify Key Performance Indicators that relate to rolling stock delivery and performance and ensure data acquisition and analysis processes are in place that provide information to Senior Managers and the wider business.  Monitor and evaluate the performance of the Fleet Engineering department, identifying areas for improvement and implementing strategies to increase efficiency and productivity.  Ensure that a comprehensive and coherent Quality Management System is implemented within Engineering that meets the requirements of Southeastern’s Safety Management System, Legislation, Industry Standards and business needs.  Identify and highlight areas of concern, or the potential for further improvement identified through investigation or audit, ensuring a system is in place for the management of corrective and preventive actions.  Advise the engineering management team on performance assurance, error reduction and human factors issues. Highlight concerns relating to current performance or opportunities for improvement in reports and at management review meetings  Responsible for the design and maintenance of a comprehensive and coherent Compliance Management System so that it encompasses quality, fleet safety, rail vehicle certification, regulatory compliance, HSE and competence assurance.  Maintain a documented Southeastern Competence Management System for Engineering activities and roles that meets the requirements of ROGS regulations and aligns with guidance provided by ORR.  Ensure that Engineering work activities are carried out in accordance with the Engineering Safety and Quality Management Systems.  Ensure processes are in place to assure the operational safety of Southeastern’s fleet (including Concessions, Engineering Change Control, Risk Review and National Incident Reports (NIRs)). Oversee safety performance monitoring and incident investigation; report to the Engineering Senior Management team recommendations, process improvements and corrective actions as required.  Act as a point of contact for the Office of Rail Regulation and Rail Accident Investigation Branch as required. Act as lead incident investigator as required, in line with Southeastern’s Safety Management System and industry best practice  Represent as a key stakeholder, or as required, Engineering at core business forums concerned with performance and build business relationships concerned with performance management, with internal and external stakeholders and industry partners.  Act as the Engineering representative at the Fleet User Group.  Deputise for the Head of Fleet Engineering as/when required.  Carry out Fleet Recovery Engineer duties as part of an on-call roster. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes | **🗸** | No |  |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | | Yes | **🗸** | No |  |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | | 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: | | | | | | | |
|  | * N/A | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1  E2  E3  E4 | Responsible for maintaining Engineering operational and safety compliance for all activities undertaken within Engineering associated with fleet operations.  Authority to raise Corrective Actions and recommend closure of these.  Authority to assess risks relating to fleet quality and safety.  Authority to assess compliance of processes and management systems within the railway system requirements and approve documentation. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the Job** | | | | | | | |
| F1  F2  F3 | Gaining participation from other areas of the business, without having direct influence over the priorities or objectives of those people.  Engaging with and challenging colleagues to comply or improve while breaking down barriers and remaining part of the team.  Working and communicating at all levels in the organisation. | | | | | | | |
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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 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 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   We also have identified behaviours required to be successful in leading Southeastern.  The Leading Southeastern framework details **how** we should be behaving in order to drive up performance to deliver **85%**.    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) At least 5 years of experience in a leadership role in the engineering industry, preferably in the train or transportation sector.  Proven leadership and management skills, with the ability to motivate and develop a team.  Knowledge of relevant health and safety regulations and standards applicable to the rail industry.  Able to interpret Traction and Rolling Stock technical standards and Railway Group Standards and assess risks to engineering change.  Management and leadership qualification, e.g. ILM level 5 with a minimum of 5 years’ experience at this level. |
| G2 | Skills (including any specific safety critical competencies) Excellent communication and interpersonal skills, with the ability to build strong relationships with stakeholders at all levels.  Adept organisational and time management skills, with the ability to prioritise and manage multiple tasks simultaneously. |
| G3 | **Behaviours**  Good analytical and problem-solving ability.  Ability to work effectively with cross-functional teams. |
| G4 | **Other**  Must have flexibility to work at different Southeastern maintenance locations (if/when required). |

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