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| A | **Post Details** |
|  | Job Title: | Flexi Relief Depot Manager | Function: | Passenger Services |
|  | Location: | Based at Ashford traincrew depot with flexibility required to work from all depots as directed | Unique Post Number: |  |
|  | Reports To: | Area Manager | Grade: | MG1 |
| B | **Purpose of the Job** |
|  | The Flexi Relief Depot Manager provides essential support and resilience to Depot and Area Manager’s across the conductor and OBM organisation. This is ideally suited for an entry level candidate but could equally be an experienced manager seeking variety. The role will be primarily based in Ashford. Variety will come from deployment to any other depot as directed and will focus on the day to day operational management of onboard, ensuring the delivery of excellent customer service, effective revenue collection and a safe and reliable punctual train service.  |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10 | Support Depot Managers as required in daily operations of onboard colleague management. This could include conducting absence welfare calls, chain of care support, return to work conversations as well as customer service rides & check in’sProvide interim line management support across any area group as required to cover team absence, holiday or other forms of leave.Assist the Depot Manager’s in managing workforce levels at the depot and arrange recruitment and selection as appropriate to ensure proper resourcing and rostering utilisation of on-board staffing requirementsSupport Depots with managing consistent performance delivery through key performance indicators and other agreed metrics.Ensure compliance to company service quality standards at all locationsDevelop effective relationships with key stakeholders including, stations colleagues, training, rostering, recruitment, people team etcSupport the Depot Managers in maintaining staff performance records, ensuring that all revenue and associated documentation is accounted forDevelop knowledge and experience to effectively conduct disciplinary investigations and conduct sickness/absence review meetings where requiredEnsure appropriate depot standards are maintained including signing on and off arrangements, notice board content, support in collating newsletter articles etcDevelop knowledge and experience to manage a depot, learning from colleagues, manager and set professional development plan |
| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes | ü | No |  |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes | ü | No |  |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | ü |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes | ü | No |  |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes | ü | No |  |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | Carrying out Safety walks of the following locations:* Conductor Depot or provide written evidence of agreement as to who will carry out this duty with Operations.
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|  | Acting as Fire Precautions Manager for the following locations:* Conductor Depot or provide written evidence of agreement as to who will carry out this duty with Operations.
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|  | * + Ensure compliance to all company standards, processes and procedures.
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|  | * + Carry out On Call Duties as required.
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| E | **Decision making Authority** |
| E1 | Issue and withdrawal of Safety Critical Licences and instigation of ‘For Cause’ screening of Conductors and On Board Managers as required. |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1 | Ensuring compliance to company standards on a consistent basis. |

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| G | **Person Specification** |
|  | **ADD WAYS OF WORKING HERE…..** |
| G1 | Experience, Knowledge & Qualifications Demonstrates potential & willingness to learn how to meet budgetary and workforce productivity targetsDemonstrates potential and willingness to develop leadership & line management capabilityStrong interpersonal skills Innovative and creative, highly motivated.  |
| G2 | Skills (including any specific safety critical competencies) Persuasiveness – Presents the key points of an argument persuasively. Able to convey and idea and influence others thinkingCommunication - Expresses oneself confidently and effectively. Is friendly and engages others in open, honest and productive conversations.Commercial Awareness – Demonstrates potential and willingness to develop understanding & application of commercial and financial principles. In terms of cost control, profit and loss, markets, brand reputation etcLeadership – Develops leadership capability to motivate and empower others in order to reach organisational goals. |
| G3 | Behaviours Professionalism – Interacts with others in a sensitive and effective way. Respects and works well with others. Quickly builds rapport and easily establishes relationships with different types of customers.Adding Value – Exploits opportunities to improve results and add value to the business. Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations.Flexibility – Successfully adapts to changing demands and conditions, is able to work from any depot location to support the resilience and integrity of operations.Planning and Organising – Organises and schedules events, activities and resources. Sets up and monitors timescales and plans. Organises own time effectively and creates own work schedules. Prioritised and prepares in advance and sets realistic timescales.Teamwork, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others. |
| G4 | **Other**It is essential that you hold Conductor or Train Despatch Licence Competency (training can be provided). You should attend a Safety Critical Medical prior to appointment to determine your ability to do so. |
| H | **Dimensions of role** |
| H1 | Financial – Direct: | Budget within DFA |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: | Interim line management  |
| H4 | Staff Responsibilities – Other: | Duty management to provide support to Depot Managers |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: |  | Date: |  |
| I2 | Approved By (Head of Department): |  | Date: |  |

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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: |  |