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| **A** | **Post Details** | | | | | | | |
|  | Job Title: | Retail Transformation Manager | Function: | | Commercial | | | |
|  | Location: | 4ML | Unique Post Number: | | TBC | | | |
|  | Reports To: | Head of Retail Strategy | Grade: | |  | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | Reporting to the Head of Retail Strategy the role holder will help to shape the future rail fares ticketing and retail proposition for our passengers, in the context of the stations operating environment. The role holder will be adept at taking concepts from strategy to roll out with excellent customer experience, diversity, inclusion and a sustainable future for our railway at the heart of all plans. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9 | Be the subject matter expert, sponsor, or business owner for projects in the retail transformation and future strategy sphere.  Manage the development and delivery of projects within the emerging retail transformation programme in compliance with company processes and procedures.  Conduct business analysis, research, and document review to create a clear situational picture as well as reporting required.  Establish and project manage collaborative cross-functional virtual teams to deliver change projects, where appropriate.  Deliver regular progress reports on projects, including relevant risks and issues, to the appropriate directors and sponsors.  Manage project budgets within agreed targets.  Liaise with other departments both within Southeastern and the broader industry to ensure collaboration and best practice are maximised  Work in close co-operation with the Retail Operations and Digital teams, and their suppliers, to manage new services and products from development to BAU.  Support the development and implementation of the retail blueprint in collaboration with the Inclusive Customer Experience team and in line with agreed strategies/models. | | | | | | | |
| 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 |  | | | | | | | | |
| F | **Most Challenging and/or Difficult Parts of the Role** | | | | | | | | |
| F1  F2  F3  F4 | Manage priorities and workload  Balance demands of revenue generating activity and our best ever customer experience  Remain abreast of fast changing digital landscape and rail change.  Manage business expectations for all digital channels | | | | | | | | |
| 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 are:We 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   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 The role holder will display;   * exceptional relationship building skills * experience in delivering projects across large multi-stakeholder operations with the ability to lead business change, strong IT services, supplier management and digital skills. * A keen customer focus, able to deliver at pace as well as balance a range of factors to arrive at the right solutions. * An adeptness at communicating to all levels of colleagues and stakeholders   **Required**   * Educated to degree level or equivalent relevant experience * Relevant experience in the successful management of major and complex change projects * Successful experience of applying project methodologies * Ability to demonstrate commercial and financial awareness * Experience of working in a Train Operating Company or other transportation business which is accountable for retailing to customers.   **Desirable**   * Member of Association for Project Management * Digital/ecommerce experience | | | | | | | | |

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| G2 | Behaviours & Skills Professional  Planning and organising  Taking a broader view  Influencing and negotiating  Team work, sharing and supportive  Honesty and integrity  Resilience  Attention to detail  Adding value  Excellent communication and people skills  Strong planning, organising and project management skills  Thinking and problem solving  Strong analytical skills | |
| G3 | **Other** | |
| H | **Dimensions of Role** | |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |

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| 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: | \_\_\_\_\_\_\_\_ |
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| **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: | \_\_\_\_\_\_\_\_ |
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