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| A | **Post Details** | | | | | | | |
|  | Job Title: | Passenger Experience Delivery Manager | Function: | Train Services | | | | |
|  | Location: | Puddle Dock | Unique Post Number: |  | | | | |
|  | Reports To: | Head of Passenger Service Delivery | Grade: | MG2 | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | To deliver the safe operation of the Southeastern train service through leading effective management processes in the Kent Integrated Control Centre. (KICC) for the benefit of the Passenger Experience, ensuring balanced decisions are made to minimise impact  Lead a team of Train Service Managers, Customer Information Managers and Security and Information Systems Operators | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17  C18  C19  C20 | Direct and control on shift Train Service Managers ,Customer Information Managers, Resource Managers, Security and Information System Operators ( 12 staff in total)  Manage the deployment, performance and duty allocations of the KICC staff on shift. Lead, motivate and encourage the shift team. Balance business requirements with efficiency and economy  Lead the coaching, development and briefing of your shift by carrying out their PDR review and regular 121s to ensure objectives in line with Southeastern and KICC objectives  Manage the real time operation of Southeastern train services to benefit the passenger experience. Assess your team in line with the competency framework for each role.  In times of disruption, specify to Network Rail the needs of Southeastern and ensure that they respond to them.  Devise and implement contingency plans ensuring that customer needs, revenue, costs and contractual requirements are optimised  Ensure that changes to the service are communicated to customers and staff either through the Customer Information Manager or directly.  During train service disruption, ensure that the Train Crew Resource Desks are taking proactive action to reorganise train crew resources to ensure that displaced train crew have a minimal impact on the train service and disruption agents are utilised.  Oversee the implementation of Southeastern contingency plans for accidents, incidents and defective on train equipment as specified in the Southeastern Safety Manual.  Oversee the diagnosis and rectification of in service train defects  Lead and the implementation of Southeastern contingency service recovery plans  Ensure that adequate documentation is maintained to address legislation, regulations, group standards and Southeastern internal requirements  Oversee the alterations to rolling stock allocations in real time (on the Genius Systems), to ensure maintenance plans can be recovered  Identify persistent performance risks and provide solutions for corrective action to be taken by the appropriate managers  When the Engineering, Operations and Retail Departments are unable to supply sufficient rolling stock, Drivers and Conductors for the booked plan, ensure that optimum use is made of the available resources to ensure minimum impact to the passenger train services.  When adverse weather is forecast make plans in liaison with Network Rail for the running of additional “Ghost Trains”. In extreme circumstances ensure that train lengths are increased where feasible.  During extreme adverse weather conditions where the planned timetable has to be abandoned ensure that emergency timetables are resourced and implemented.  Compile Emergency Train Service plans when Network Rail institute emergency engineering works at short notice.  Undertake Project Management fully and assist as required.  Ensure all Hub stations are fully aware of major train service alterations in their area during disruption to ensure the passenger experience is as best a possible  Represent KICC on SPIR reviews and act on any Actions given from review for the benefit of all in KICC | | | | | | | |
| 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 | **🗸** |
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| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | None | | | | | | | |
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| E | **Decision making Authority** | | | | | | | |
| E1 | Real time decision making to amend the train service taking into consideration and trading off customer needs, revenue, costs and contractual requirements. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3 | Working unsociable hours in a busy and demanding office.  Having to make decisions which will not be approved by everyone but are to the benefit of the majority of Southeastern passengers.  Liaising with Network rail staff and other Southeastern Managers to produce the best results | | | | | | | |

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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 Thorough knowledge of the relevant geography, including stations and track layouts and services operated by Southeastern.  Good knowledge of generally available and bespoke IT systems  Good knowledge of relevant operating, rolling stock, engineering, train crew and station procedures  Good general education with passes in English Language and Mathematics.  Assessor qualification desirable or willing to obtain this.  Ability to create own inputs and influence at a number of levels in the organisation.  Ability to produce and implement emergency bus and train plans when routes become blocked. |
| G2 | Skills Excellent communication skills.  Commercial awareness- Understands and applies commercial and financial principles.  Adding value- Exploits opportunities to improve results and add value to the business. |
| G3 | Behaviours Resilience- Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks.  Professionalism- Interacts with others in a sensitive and effective way. Respects and works well with others. |
| G4 | **Other** |

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| I | **Dimensions of role** | | | | | | | | | |
| I1 | Financial – Direct: | | | |  | | | | | |
| I2 | Financial – Other: | | | | Service Recovery Arrangements  Seats to plan (avoidance of penalty payments). Approx £0.5m. | | | | | |
| I3 | Staff Responsibilities – Direct: | | | | Management of 11 direct reports | | | | | |
| I4 | Staff Responsibilities – Other: | | | |  | | | | | |
| I5 | Any Other Statistical Data: | | | |  | | | | | |
| J | **Acknowledgement** | | | | | | | | | |
| J1 | Prepared By: | | Mick Phillips | | | | Date: | 17/10/12 | | |
| J2 | Approved By (Head of Department): | | Barbara Thomas | | | | Date: | 17/10/12 | | |
| **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: |  |