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| \A | **Post Details** | | | |
|  | Job Title: | KICC Information Delivery Team Member | Function: | Service Delivery |
|  | Location: | Puddle Dock  Kent Integrated Control Centre (KICC) | Unique Post Number: |  |
|  | Reports To: | Information Delivery Manager | Grade: | ASG |
| B | **Purpose of the Job** | | | |
|  | Deliver customer information by means of the Customer Information System (CIS) equipment, Darwin and any other information channels, particularly when there is disruption to the train service. Ensuring that all information channels present offer information that is clear, consistent, correct & concise.  Operate Southeastern’s Twitter and WhatsApp feeds, plus other digital channels as directed, in line with company policies and procedures  Update industry and internal systems for the management of assisted and group travel.  Ensure all passenger facing communications channels are up to date and consistent  Monitor fault reporting systems and take appropriate action to manage the resolution of issues relating to CIS equipment  Monitor trending issues on social media and escalate any issues to the Information Delivery Manager  Carry out any other duties as directed by the Information Delivery Manager | | | |

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| C | **Principal Accountabilities** |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17  C18  C19  C20  C21  C22  C23 | Operate the CIS equipment correctly with speed, efficiency and accuracy, especially in times of service disruption.  Update the status of any disrupted train services via the Tyrell system as advised by the Train Service Manager in a timely fashion to ensure passengers receive updates on service status as quickly as possible.  Make live or scheduled Public Address (PA) announcements to ensure that passengers and staff are kept informed, in particular during times of service disruption, together with details of alternative arrangements and any compensation arrangements that may be applicable.  During times of disruption ensure that notices are published on the CIS system explaining the reason for the disruption and a summary of any alternative arrangements that are available.  Ensure that the notices on display during disruption are updated so that they are consistent with the information being published by the Information Delivery Manager and the Operational Communications Manager.  Ensure that all trains which are being delayed by 5 minutes or more have the correct delay reason attached to it, so staff and passengers are aware of the cause of the delay.  Maintain constant monitoring of the CIS data displayed for potential problems, identifying and clearing automated service alarms.  Oversee the integrity of data within Darwin, including the creation of new schedules and removal of incorrect data. Also respond to any alarms raised by the Darwin Workstation  Communicate with station staff to ensure that trains are accurately advertised and that they are being provided with a sufficient level of information  Communicate with Network Rail Signalling staff to ensure that trains are accurately advertised, in particular with correct platforms displayed.  Ensure any relevant information is noted while on duty, and hand this and any other ongoing incidents over to the next team on duty clearly and correctly.  Ensure that information about upcoming engineering work on the Southeastern network is presented accurately on CIS and PA systems, and both the Southeastern and National Rail Enquiries websites  Manage the Southeastern Twitter and WhatsApp accounts and any other social media accounts as directed in line with the Southeastern social media strategy and as directed by the Head of Information Delivery or Information Delivery Manager.  Collate the information related to passengers who will be travelling and require assistance, and communicate to conductors to advise them when passengers who need assistance will be travelling on their trains  Update the National Rail Enquiries “Knowledgebase” and any other system when accessible facilities for passengers at a station become unavailable.  Provide information about Group Travel to the CIS and train displays to advise when groups will be travelling on trains.  Monitor the service status of other TOCs which operate in the Southeastern Network area to ensure correct information is displayed at relevant stations, communicated on social media and all ticket acceptance information is up to date and correctly advertised  Act as the first point of contact for station staff reporting any faults with the CIS Displays, and log them via the correct procedures. Ensure that all follow-up information is recorded and acted upon from station staff and suppliers  Coach/Train new members of staff in becoming competent with all systems and procedures as requested.  Be aware of additional applications used by the Information Delivery Manager during disruption and support them as directed in updating them.  Ensure excellent written communication is used at all times, including the use of plain English with no railway jargon  Update Microsoft Teams during disruption with the latest information.  Ensure all updates on processes and procedures are read and understood, either via Microsoft Teams or email, and liaise with the Information Delivery Manager if further information on the updates is required. |

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| 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 | Prioritising support of CIS role during times of disruption |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1  F2  F3  F4 | Flexibility and multi-skilling across a number of systems.  Communicating to passengers through different channels in a consistent manner  Managing information flows in a time sensitive environment during disruption  Responding to customers / agencies in an empathetic and professional manner |

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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 the following Southeastern values and behaviours in all potential staff and our existing staff looking for promotion …. **OUR VALUES – Safe, Professional, Honest, Friendly and Flexible**  **OUR BEHAVIOURS**   * **Professionalism** – Aims to be the very best they can be through their attitude & respect for others. * **Honesty & Integrity** – Is transparent and honest taking full responsibility for actions. Demonstrates confidence and courage, dealing effectively with difficult situations * **Team work, Sharing and Supportive** – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others. * **Adding Value** – Exploits opportunities to improve results and add value to the business. * **Empathetic** – Is empathetic to the needs of colleagues/customers, earning their trust and respect. * **Taking a Broader view** - Champions change and considers the long-term impact of decisions across the business   …. along with the particular experience/knowledge, skills and behaviours relevant to the position applied for.  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 | Desirable Experience, Knowledge & Qualifications 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 operated. |
| G2 | Skills (including any specific safety critical competencies) A good command of English language and ability to communicate clearly.  Ability to create own inputs and influence at a number of levels within the KICC.  Excellent communication skills.  Commercial awareness- Understands the business requirements for advertising of train services and announcements  Adding value- Exploits opportunities to improve results and add value to the business.  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. |
| 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**  **N/A** |

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| I | **Dimensions of role** | | | | |
| I1 | Financial – Direct: | | None | | |
| I2 | Financial – Other: | | None | | |
| I3 | Staff Responsibilities – Direct: | | None | | |
| I4 | Staff Responsibilities – Other: | | None | | |
| I5 | Any Other Statistical Data: | |  | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | Peter Searles | | Date: | August 2021 |
| J2 | Approved By (Head of Department): | John Till | | Date: | August 2021 |

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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: |  |