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| A | **Post Details** | | | | | | | | | | | |
|  | Job Title: | Contract Support | | | Function: | | Passenger Services (Facilities) | | | | | |
|  | Location: | Rochester | | | Unique Post Number: | |  | | | | | |
|  | Reports To: | Senior Contract Manager | | | Grade: | | MG1 | | | | | |
| B | **Purpose of the Job** | | | | | | | | | | | |
|  | Provide professional support to the Senior Contract Manager and Facilities Team, including management of diary and other day to day activities.  To ensure all contractual paperwork including note taking are maintained to support Contract Managers allowing them to focus on day to day management of the relevant contracts.  To manage the day to day operation of some of the smaller contractual agreements and NWR works delivery. | | | | | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14 | Manage the Senior Contract Manager diary on a daily basis, ensuring that any relevant itineraries/agendas are supplied and adhered to.  Manage telephone and e-mail enquiries on behalf of the Contract Manager’s and Facilities Team and respond accordingly.  Raise all purchase orders for the Contract Manager’s and develop a process to ensure invoices and payments are made to external parties accurately and timely.  Maintain records of all purchase orders raised, to ensure the Finance department are aware of budget spends and can accrue finances accordingly.  Invoicing of Network Rail TOC contributions on completion of the work  Manage all correspondence, compiling and drafting responses where appropriate on behalf of the Senior Contract Manager.  Manage HR procedures in accordance with the company’s HR Policies & Procedures Manual and advise managers accordingly.  Meet weekly with the maintenance contractor administration staff to manage and update all quoted works approved by the Senior Contract Manager.  Maintain a filing system of statutory documents, which meets all company standards.  Complete the weekly attendance sheet for all maintenance staff and send to payroll department.  Maintenance of asset database including statutory compliance.  Administer car parking permits under the direction of the contract manager.  Take notes at all contract review meetings  Collating energy bills for station tenancies ensuring they are correct before passing to TPT for billing | | | | | | | | | | | |
| 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 | **🗸** |
|  |  | | | | | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | | | | | |
|  | * None | | | | | | | | | | | |
| E | **Decision making Authority** | | | | | | | | | | | |
| E1 | None | | | | | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the Job** | | | | | | | | | | | |
| F1  F2 | Managing conflicting work streams and demands to ensure that all deliverables are met  Managing upwards, coordinating with colleagues of a higher grade to manage expectations. | | | | | | | | | | | |
| 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 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 people  * + 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 – Essential High level of IT knowledge – Word, Excel, Powerpoint, Outlook  Railway industry knowledge  Educated to a good standard with excellent written, verbal and numerical skills.  Experience of working in business administration | | | | | | | | | | | |
| G2 | Experience, Knowledge & Qualifications – Desirable Experience of working with databases. | | | | | | | | | | | |
| G3 | Behaviours and Skills – Essential Communication – Expresses oneself confidently and effectively. Is approachable and engages others in open, honest and productive conversations.  Administration & Organisation – Undertakes relevant administration duties effectively, plans and coordinates own work load demonstrating good organisation.  Thinking and Problem Solving – Makes sound decisions, explores ideas and possibilities to find new ways of doing things.  Professionalism – Demonstrates a high standard of conduct, leads by example.  Team work, Sharing and Supportive - Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others. | | | | | | | | | | | |
| G4 | Behaviours and Skills – Desirable Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations.  Flexibility & Adaptability – Ability to respond positively and cooperatively to change, challenges and conflicting demands. | | | | | | | | | | | |
| H | **Dimensions of the Job** | | | | | | | | | | | |
| H1 | Financial – Direct: | | |  | | | | | | | | |
| H2 | Financial – Other: | | |  | | | | | | | | |
| H3 | Staff Responsibilities – Direct: | | |  | | | | | | | | |
| H4 | Staff Responsibilities – Other: | | |  | | | | | | | | |
| H5 | Any Other Statistical Data: | | |  | | | | | | | | |
| I | **Authorisation Details** | | | | | | | | | | | |
| I1 | Prepared By: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| I2 | Approved By (Head of Department): | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |

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| **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: |  |