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|----------------------------|---|
| <b>Role Title</b>          | Contract Account manager (Bus Coach Taxi) |
| <b>Reports to</b>          | Operations Manager                        |
| <b>Division/Department</b> | Rail Replacement Planning & Operations    |
| <b>Location</b>            |   |
| <b>Grade</b>               | C3  |

### Purpose of Role

This is a key role within the Abellio Rail Replacement (ARR) local & national team. The position offers full operational & account management responsibility related to rail replacement activities within a specific geographical area.

### Key Accountabilities

Overall responsibility for rail replacement activity in your geographical area

Ensure operational profitability by ensuring ARR hit agreed margins

Support & Grow ARR's road transport strategy in your geographical area

Support the head of ARR to identify/explore sustainable growth opportunities

Leadership of your ARR team in a collaborative & inclusive manner

Relationship management with clients, customers & governing bodies

### Role Dimensions

**Finance Management** – responsibility to meet operational margins

**Team Management** – Responsibility to deliver required team outputs





**Customer Service** – Ensure the customers' needs are the heart of our service

**ESHQ Management** – Responsibility to ensure compliance standards are met

### Main Contacts

| Contacts                 | Frequency          | Purpose                |
|--------------------------|--------------------|------------------------|
| Bus/Coach Operators      | As required        | Stakeholder Engagement |
| Operational Stakeholders | As required        | Stakeholder Engagement |
| Scheduling Manager       | Daily              | Daily Control          |
| Allocations Manager      | Daily              | Daily Control          |
| Coordinator Supervisors  | Daily              | Daily Control          |
| ARR Senior Management    | Weekly/As required | Reporting & Control    |



| Person Specification  |  |
|---|--|
| <b>Required Qualifications</b>  | <ul style="list-style-type: none"> <li>Formal English Written &amp; Spoken Language qualification</li> <li>PCV &amp; CPC, CPD License (ongoing)</li> <li>Degree Level or equivalent in transferable discipline</li> <li>Full UK Driving License</li> </ul>   |
| <b>Desired Qualifications</b>   | <ul style="list-style-type: none"> <li>IOSH managing safety or equivalent H&amp;S training</li> <li>MS office inc. Excel Bowe BI Basic training Diploma/Training certificate</li> <li>Formal management training/diploma</li> </ul>  |
| <b>Required Knowledge &amp; Experience</b>  | <ul style="list-style-type: none"> <li>5 years' association in the bus /coach industry with management experience</li> <li>A good general understanding of the bus coach and UK travel industry</li> <li>A sound working knowledge of H&amp;S best practice</li> <li>A significant level of experience in leading multi-disciplined operational teams</li> </ul>   |
| <b>Required Capabilities</b>  | <ul style="list-style-type: none"> <li>Must be fully IT &amp; Smart tec literate, be a competent user of Microsoft Office</li> <li>Ability to build internal and external relationships to benefit the business</li> <li>Possess business acumen that demonstrates value adding capability</li> <li>Can challenge non-conformance with professionalism &amp; diplomacy</li> <li>Strives to continually improve ARR's position to deliver a best-in-class service</li> <li>Has sales and/or account management capabilities</li> <li>Can negotiate contracts &amp; commercial agreements is required</li> </ul> |
| <b>Personal requirements</b>  | <ul style="list-style-type: none"> <li>A driven self-starter who can work alone and as part of a team</li> <li>Flexible approach to working hours allowing attendance to out of hours events</li> <li>Build internal/External &amp; inclusive relationships with required stakeholders</li> <li>Has an ability to communicate and connect with a variety of audiences</li> </ul>   |
| Abellio Values  |  |
| <p>At Abellio, we share a set of common principles and processes with the wider Abellio group known as the Abellio Way. This strategic framework supports the achievement of our goal of becoming 'the best bus company in London and is underpinned by our organisational values. It is expected that all colleagues demonstrate these behaviours in their work.</p> |  |
| <br>GENUINE  | <p>We're respectful, straightforward, customer centric, open, and welcoming.</p>   |
| <br>PROFESSIONAL   | <p>We take our responsibilities seriously; we take ownership and are accountable. We also deliver on our promises, are responsive and cost-conscious.</p>  |
| <br>INCLUSIVE  | <p>We passionately believe in diversity and ensure we work in a way that's inclusive, connected with our stakeholders and promoting empowerment.</p>   |
| <br>PROACTIVE  | <p>We're progressive, forward-thinking, innovative, and decisive. We focus on continuous improvement and challenging the status quo.</p>   |

