**Job Description**

**JOB TITLE: Control Competency & Training Manager**

**Reports to: Head of Control**

**Grade: PM2 D L1**

**Safety Status: Key Safety**

**Date version agreed: April 2025**

1. **Job Purpose**

Lead the development and skill maintenance of the Control Team to ensure that staff are competent and confident in the delivery of their critical duties. Act as the custodian of the competence management system for Controller grades, developing both competence and capability across the team to support the robust and safe management of the train service delivery.

To utilise Control Competency and Assessor based experience to design, write, deliver and update Briefs and Training for Controllers.

**2. Safety Details**

A; This role requires security clearance (for e.g. running of special trains) NO

B; This role is required to hold relevant Track Safety Competence (PTS) NO

C; This is a Safety Critical Work Post NO

D; This is a ‘Key Safety Post’ YES

E; Reference to this post is included in the Company Safety Certification documents NO

F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals) NO

G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals) NO

**3. Dimensions**

**A. Financial: No direct responsibility**

**B. Staff: No direct responsibility**

**4. Principal Accountabilities**

* To act as the custodian of the Competency Management System within Control, including management of a robust assurance process to measure both compliance and effectiveness of function, and update the CMS as required
* To act as custodian of the Risk Based Training Needs Analysis (RBTNA) documents for Controllers, identifying delivery methods and changes to content in line with Internal or Industry based requirements and best practise
* Maintain a robust competency assessment and verification framework of Controllers in line with WMT standards and procedures. This will require some shift work to match those worked by the individuals being assessed
* Set the competency development strategy, embedding a culture of continuous improvement across the Control function
* Lead as an Operational Specialist within the Control to promote operational excellence, improve safety, and raise overall service quality. Embed a culture where safety is the first concern and considered in a proportional risk-based approach
* Ensure robust communications from Control that deliver high standards of spoken and written communication across various media, with periodic samples taken from Log entries, Teams communications, Voice comms and internal business messaging for review
* Lead and create content for the Control briefing cycle that provides comprehensive and relevant safety documentation and embed an effective briefing process for the Control team- such as sharing best practise, incident learning reviews, cross functional workshops and tabletop exercises
* Review outcomes and recommendations from incident investigations and incident learning reviews to identify and address emerging trends.
* Create and update Training materials for Controller grades, including supporting gap analysis and Training Plans for new staff or internal progression in new roles for Controllers
* Support the delivery of Training for new staff, in line with RBTNA and CMS framework
* Develop and lead Control mentors to ensure each desk or role has a dedicated associated trainer
* Ensure compliance with the Rule Book and Appendices at all times within the content and the delivery of Training
* Ensure compliance with safety and Operational standards at all times within the content and delivery of Training
* To represent Control at WMT internal workshops and meetings as an Operational Specialist as required (such as Fleet Ops, 72hr reviews, Incident Learning Reviews)
* To undertake any other reasonable duties as required.

**5. Relationships**

**A: Reporting lines – Reports to Head of Control**

**B: Contacts:**

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| **Contacts** | **Frequency** | **Purpose** |
| Operations Director | Occasionally | To update on the competency management position within the Operations Function as and when required |
| Head of Control | Regularly | Provide an overview of current competency management position and strategy |
| Control Operations Manager | Weekly | To support and collaborate in Incident Learning Reviews, including acting as Operations Specialist |
| Duty Control Managers | Daily | To provide competency support and expertise as required, and ongoing assessment of DCMs |
| Control Team | Daily | To lead and support the development of the Control Team, assess as and when necessary |
| Operations Standards Specialists | Regularly | To give an overview of current competency management position and control development |
| Other Operators/ Network Rail/ Key internal or external Stakeholders | As Required | To seek and share best practice & advice through direct contact, or joint Control Forums |

**6. Knowledge and Experience**

* Holds Competency in Controller desks (e.g. Duty Control, Fleet Manager, Train Service Manager), and be willing to maintain competence through actively working on desk on a periodic basis
* Thorough Control Operational Knowledge, such as (but not limited to) routes, depots, infrastructure, Traincrew Terms and Conditions, exam mileage, fleet requirements, safety of the line incidents
* Thorough knowledge of WMT Operational Standards, rules & regulations relating to WMT operations
* Must hold or be working towards a qualification in assessing (A1 or equivalent)
* Must hold or be working towards or willing to obtain a qualification in verification (V1 or equivalent)
* Knowledge of software including Word, Excel, Genius, Integrale, Tyrell, Trust, CFF and P2 CCIL
* Able to deliver presentations and group learning activities to both new and existing Controllers
* Experience of coaching or training Controllers to required WMT Competency levels
* Hold or be willing to work towards Learning and Development qualifications, such as City & Guilds 001 and 008 modules

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

1. **Employee training**
   1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
   1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
   1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
   1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
   1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
   1. You must ensure that you attend regular briefings which cover safety and environmental issues.
   2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
   1. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
   2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
   1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
   1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
   2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
   3. You must understand and comply with the standard for Control of Asbestos.
   4. You must understand and comply with company standards for management of cases of occupational ill health.
   5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
    1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
    2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
    1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
    2. You must understand and comply with the company standard for managing contractors.
12. **Environment**
    1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

**Specific Responsibilities**

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

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| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

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| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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