**Job Description**

**JOB TITLE: Control Resilience and Improvement Manager**

**Reports to: Head of Control**

**Grade: PM2 D L2**

**Safety Status: Key Safety**

**Date version agreed: April 2025**

1. **Job Purpose**

The Control Resilience and Improvement Manager plays a crucial role in strengthening the operational resilience and day-to-day readiness of West Midlands Trains’ Control function. Acting as the key link between Planning, Fleet, Stations, and Traincrew, this role leads the identification and mitigation of short-term risks to train service delivery.

You will own the development and implementation of contingency strategies, drive continuous improvement of Control standards and processes, and ensure the team is equipped to manage service disruption effectively. This is a hands-on, forward-looking position, requiring both strategic thinking and day-to-day operational agility.

This post-holder will serve as a subject matter expert within operational forums and act as a deputy to the Head of Control where required.

**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 line management; however, the role requires leadership and influence across multi-disciplinary teams.

**4. Principal Accountabilities**

* Maintain a rolling 7–10 day operational readiness forecast, highlighting risks across fleet, traincrew, events, STP changes, and infrastructure.
* Lead daily collaboration with Fleet, Stations, Resources, Planning, and both Control Rooms to identify and mitigate short-term service risks.
* Escalate unresolved or high-impact operational risks to senior stakeholders with clear impact summaries and recommended actions.
* Own the development and continual review of contingency plans and "Day A for Day B" schedules to ensure resilience during disruption.
* Drive the creation and embedding of structured service recovery frameworks, ensuring consistency and clarity in response
* Lead the process for learning from incidents, including the facilitation of Incident Learning Reviews and tracking of resulting actions.
* Review and develop Control-related operational standards and procedures, in collaboration with the Operations Standards team.
* Champion a performance-focused and safety-led culture within the Control team, with an emphasis on accountability and improvement.
* Represent Control as an Operational Specialist at key forums such as Fleet Ops, ILRs, and 72-hour reviews.
* Provide clear, structured operational input into cross-functional planning and readiness meetings.
* Deputise for the Head of Control as required, supporting with leadership duties, decision-making, and stakeholder engagement.
* Act as a subject matter expert across Control, raising the standard of operational delivery through best practice and continuous improvement.
* Any other duties commensurate with the grade, as required to support business needs.

**5. Context**

**A: Operating Environment:**

The role will be located at HQ and Control sites

**6. Relationships**

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

**B: Contacts:**

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| --- | --- | --- |
| **Contacts** | **Frequency** | **Purpose** |
| Operations Director | Occasionally | Strategic updates on major risks, disruptions, and mitigation efforts |
| Head of Control | Regularly | Strategic oversight, operational readiness, improvement planning |
| Control Operations Manager | Weekly | Coordination of risk mitigation and service resilience activities |
| Duty Control Managers | Daily | Execution of readiness plans, risk awareness, and process alignment |
| Control Team | Daily | Support process development, standards embedding, and performance focus |
| Operations Standards Business Partner | Regularly | Joint development and review of operational standards |
| Other key operational/fleet management teams | Daily | Collaboration on short-term service risk, plan validation, and recovery |
| Other Operators/ Network Rail/ Key internal or external Stakeholders | As Required | Best practice sharing, joint contingency coordination, and industry alignment |

**7. Knowledge and Experience**

* Strong operational knowledge of the rail industry, including routes, traction, depot operations, and safety-critical procedures.
* Proven experience in identifying and managing short-term risks to train service delivery, ideally within or alongside a Control environment.
* Sound understanding of Traincrew Terms & Conditions and their operational implications on service delivery and planning
* Skilled in using data tools such as Power BI, TRUST, Tyrell, Integrale, CFF, and CCIL to support decision-making and risk assessment.
* Confident communicator with the ability to influence stakeholders at all levels and present operational insight with clarity and impact.
* Demonstrable experience in developing and embedding operational standards, processes, or contingency plans in a rail setting.
* Highly organised and capable of prioritising tasks under pressure, with a proactive and methodical approach to risk evaluation
* Proficient in Microsoft Office applications, particularly Excel and PowerPoint, with the ability to produce and deliver professional reports and briefings.

**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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