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| **Position Details** |
| **Position** **Job Title:** | **Head of Client Relationships**  | **Reports to Job Title:** | **Commercial Director** |
| **Position #:** | **31533** | **Department:** | **Commercial** |
| **Location:** | **HQ** | **Safety Status:** | **Non-Safety Critical** |
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| **Grade** | **PM3** | **Version Date:** | **June 2025** |
| **1.0** | **Purpose of the Job** |
|  | Provide senior leadership and vision to drive West Midlands Trains’ contractual relationship with the Department for Transport (DfT) and other parties, for managing all commercial aspects of the National Rail Contract (NRC) and successor Service Agreement (SA). Lead on the development of strategies and plans to protect West Midlands Trains’ interests and meet the obligations under NRC, delivery of our Business Plan Commitments, and maximising our Performance Based Fee (PBF). Act as the senior point of contact for Department for Transport (DfT) in relation to current contractual arrangements and enable WMT to be responsive to new future contractual arrangements.To lead a team of commercial professionals and act as subject matter expert to the business for all National Rail Contract commercial matters, providing specialist advice and guidance as required.  |
| **2.0** | **Key Accountabilities & Deliverables** |
| 2.1 | Lead the commercial focus of the National Rail Contract – Performance Based Fee, Business Plan Commitments, Key performance Indicators and links to Annual Business Planning process, ensuring that the business performs its obligations under the National Rail Contract in accordance with its terms. |
| 2.2 | Lead the relationship with the Department for Transport (DfT) as the senior point of contact for the Rail Services Team including day to day contract management and understand and respond to requirements of the Client, Transport UK Group and other key stakeholders  |
| 2.3 | Effectively communicate the requirements of the National Rail Contract and associated Annual Business Plan, to provide business wide direction for improvement plans and collaboration to help provide a holistic approach and optimised in-life plans that achieve the Business Objectives.  |
| 2.4 | Effective influencing of key stakeholders, particularly DfT and Transport UK Group, to demonstrate the needs and opinions of West Midlands Trains, to be taken into consideration on key decisions so that optimum outcomes are delivered as far as reasonably possible |
| 2.5 | Work closely with Heads of Department across the business to ensure consistent delivery of the standards and processes they own, and together drive improved performance of PBF related outcomes across the business |
| 2.6 | Work closely with key Exec including Financial Director and Managing Director to ensure that best interests of the Company are represented at all times, including the effective influencing of the Client to drive improved outcomes in both short and long-term horizons |
| 2.7 | Responsible for negotiating variations and undertaking contract changes to the National Rail Contract agreement in a collaborative way that sees the business achieve its objectives. |
| 2.8 | Lead regulatory consultation responses (excluding network and infrastructure) and ensuring the business complies with regulatory change required by the ORR |
| 2.9 | Responsible for ensuring the business is in a strong position to respond to new future contractual arrangements. |
| 2.10 | Responsible for providing expert advice to the business on emerging DfT and wider rail industry policy issues.  |
| 2.11 | Respond to Freedom of Information requests from DfT or Network Rail. |
| 2.12 | Deputise in the absence of Commercial Director as authorised person to manage the contractual interfaces between West Midlands Trains (WMT) and the Client for all commercial and contractual matters. |
| 2.13 | Any other reasonable duties as requested by the Commercial Director and the wider team. |
| **3.0** | **Role Dimensions** |
| **Financial** | **Non-Financial** |
| Directly responsible for external strategic relationships, including liaising with DfT and Network Rail and West Midlands Rail Executive on all commercial matters and partnership working, and having a significant contributory impact on achievement of contractual obligations under NRC. | Directly responsible for a small department comprising of professional staff. |
| **4.0** | **Main Contacts (External/Internal)** |
| **Contacts** | **Frequency** | **Purpose** |
| Heads of Department | Daily, weekly, monthly | To maintain cohesive working relationships and line of sight within the leadership team, forming a good sense of direction. |
| DfT, Transport UK Group, Network Rail, the Office of Rail and Road | As required | To maintain key stakeholder relationships and act as a senior point of contact for the management of current contractual arrangements.  |
| External suppliers and consultants | As required | To demonstrate the needs and opinions of WMT to be taken into early consideration on key decisions |
| Other Train Operating Companies | As required | Share information, give and receive guidance, influence if necessary |
| **5.0** | **Skills Experience, Knowledge & Qualifications Required** |
| 5.1 | Experienced and highly credible leader with people and leadership skills gained in at a senior level within client relationships or similar, with the ability to influence at all levels to deliver results. |
| 5.2 | Sound understanding of the regulatory framework in the Rail Industry, including the mechanics of rail industry commercial and contractual frameworks, rail industry legislative framework and related contracts. |
| 5.3 | Experienced in managing complex major contracts in a rail environment and associated & subsidiary documents. |
| 5.4 | Significant experience in working with stakeholders and relationship management, for large and complex organisations. |
| 5.5 | Able to respond to a wide range of complex and conflicting interests and to communicate effectively with key stakeholders in their resolution. |
| 5.6 | Able to understand and absorb substantial amounts of information quickly and accurately and seek appropriate action to deliver realistic solutions. |
| 5.7 | Sound commercial and financial awareness. |
| 5.8 | Demonstrable experience of managing, developing and motivating teams. |
| **6.0** | **Framework and Boundaries**  |
|  | The role will interface heavily across the business for the delivery of our Business Plan Commitments and maximise our Performance Based Fee (PBF), forming a cohesive response and high-performing regime to deliver maximum PBF results (both Scorecard and QTM) across the business. This role must be able to build excellent working relationships with key internal and external stakeholders, ensuring excellent, and at times, confidential, communication. |

**Safety Details**

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| **\*THIS SECTION MUST BE COMPLETED TO DETERMINE SAFTEY STATUS** |  |
| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) | [ ]  |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) | [ ]  |
| **C.** This is a **Safety Critical Work Post** | [ ]  |
| **D.** This is a **Key Safety Post** | [ ]  |
| **E.** This post carries out a specific role, such as Professional Head or Informed Buyer as described in Company **Safety Certification** documents | [ ]  |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) | [ ]  |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) | [ ]  |

**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: |  |  |  |