**Job Description**

**JOB TITLE: Performance Modelling Manager**

**Reports to: Performance Data & Compliance Manager**

**Grade: PM2**

**Safety Status: Non-Safety Critical**

**Date version agreed: May 2025**

1. **Job Purpose:**

To lead the development and implementation of data-driven timetable modelling for our railway operations. This pivotal role will manage the relationship with a chosen modelling provider and use performance insights to shape operational change.

The role will be responsible for the production of performance models, interpreting their outputs and leading the integration of recommendations into real-world improvements – driving reliability, efficiency, and customer satisfaction.

This is a highly visible role with significant responsibility to influence over how we shape our future railway – both tactically and strategically – with a direct impact on performance, customer experience, and long-term business planning.

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| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) | **N** |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) | **N** |
| **C.** This is a **Safety Critical Work Post** | **N** |
| D. This is a Key Safety Post | **N** |
| **E.** Reference to this job is included in the company **Safety Certification** documents | **N** |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) | **N** |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) | **N** |

**2. Safety Details**

**3. Dimensions**

**A. Financial:**

Nil

**B. Staff:**

Nil

**C: Others:**

Nil

**4. Principal Accountabilities**

* Own and lead the end-to-end performance modelling process, including scoping, modelling, analysing providing information and recommendations to the business on our longer-term strategic timetables (typically 12months+ in advance).
* Work with the Timetable Planning team, in line with business governance structure and industry timetable timescales, to propose changes to maximise our timetable performance, taking into account operational performance, customer experience, capacity planning and market/revenue growth (with support from the Revenue team).
* Translate strategic performance goals into modelling inputs and ensure modelling outputs are suitable for strategic planning and timetable development.
* Become familiar with the suite of performance reporting produced by the wider performance department on a regular basis, with a view of being able to reflect findings in modelling inputs.
* Understand the model outputs, interpret the information, analyse the data and use local operational knowledge to identify performance opportunities and risk areas within timetables. Identify risk, propose mitigations, eliminate any conflicts identified.
* Lead the stakeholder engagement process to test and refine modelling recommendations, including within Operations, Timetable Planning, and Commercial teams.
* Champion the adoption of data-led performance change across the business.
* Translate recommendations into tangible proposals for change, securing buy-in from internal and external stakeholders.
* Lead (with the support of your manager and rest of your team) collaborative workstreams with Network Rail and other operators to model the impact of other changes that may impact WMT’s timetable/performance.
* Where you identify opportunities, lead the delivery of timetable interventions, monitoring impacts and feeding lessons learned back into the modelling cycle. Provide expert guidance where other teams identify future opportunities.
* Manage and develop modelling documentation, reporting, and governance processes.
* Manage the contractual and system development with the chosen software provider for the modelling tool, ensuring changes are made in line with the relevant IT policies and requirements.
* Stay up to date with industry developments, modelling methodologies, timetable changes and emerging tools.
* Leverage the Performance team as subject matter experts, incorporating lessons learned from past timetable recommendations, while drawing insights from best practice across the rail sector and beyond.

**5. Context**

**A: Operating Environment:**

Work across functions of the business to drive performance improvement efficient modelling and engagement. Work with Network Rail and other TOC counterparts where appropriate.

**B: Framework and Boundaries:**

Work across all areas in WMT. Utilise best practice from other operators and industries to help inform and deliver positive tactical and strategic outcomes.

**6. Relationships**

**A: Reporting lines:** Performance Data & Compliance Manager.

**B: Other Contacts:** Internally across the operations department – notably Train Planning. Close working relationship with Commercial team.

**Outside the Company:** Work with the chosen performance modelling software provider, Network Rail and other train operators.

**7. Knowledge and Experience**

* Strong experience in railway performance, timetable planning, and/or operational modelling.
* Proven ability to lead projects and implement performance-based recommendations.
* Experience using modelling tools (e.g. Trenissimo, RailSys, MOIRA, TPS, or similar).
* Educated to degree level with an analytical mindset with the ability to interpret complex data and make informed decisions.
* Confident communicator with experience influencing cross-functional stakeholders.
* Strategic thinker with the drive to convert data into action.
* Good negotiator with proven ability to influence stakeholders.
* Experience managing suppliers or consultancy partners.
* Collaborative approach to work.
* Adaptable, proactive and works on own initiative.
* Manages risk and opportunity.
* Able to prioritise tasks in a busy environment and manage workload appropriately.

**8. Job Challenge(s):**

Ability to operate in a complex, fast-paced and challenging environment. Able to translate complex ideas into easy-to-understand narratives for a variety of audiences. Can deliver results quickly.

**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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