

Job description

Post Details	
Job title:	Operations Performance Manager UK
Department / Location:	Abellio UK St Andrews House, Holborn Circus, London Travel to Glasgow HQ and other OpCo locations
Reports to:	Operations Director, UK
Main purpose job:	<p>Ownership of the Oversight process from an Abellio UK perspective, including monitoring Operations, Fleet and Safety KPIs on a daily, weekly and periodic basis, producing reports and board reports that align to business requirements.</p> <p>Development of Core Process Modules which support the delivery of standardised Operations and Customer processes in order to achieve benchmarked levels of performance.</p> <p>Carry out reviews, insight and analysis work to assist the OpCos on opportunities to improve business outcomes, including developing business cases to support performance improvement plans.</p> <p>Take a lead role in managing the operations requirements and governance around major UK wide change programmes sponsored by the Operations Director.</p>

1. Dimensions of role

Post dimensions	
Financial/budget accountabilities:	<p>Size of operation: 2900 rail vehicles Approx. 7,000 trains per day</p> <p>122m timetabled train km 9.8bn passenger km 325, passenger journeys</p>
Staff responsibilities:	None. Team work at all levels (including Senior Management/Directors) within OpCos and Abellio UK functions
Any other statistical data:	<p>To act as a Abellio UK point of contact for rail operations and train performance across the group both internally and externally</p> <p>Represent Abellio UK at industry steering groups as required</p>

2. Key accountabilities/responsibilities

Number	
1	Ownership of the Oversight process from an Abellio UK perspective, including monitoring Operations, Fleet and Safety KPIs on a daily, weekly and periodic basis across all OpCos and producing detailed reports and board reports that align to business requirements in the Operations field.
2	Create and maintain the Core Process Modules library and the Operations Sharepoint which support the delivery of standardised Operations and Customer processes in order to achieve benchmarked levels of performance and minimum standards within OpCos
3	Carry out reviews, insight and analysis work to assist the OpCos on opportunities to improve business outcomes, including developing business cases where necessary which support the implementation of continuous improvement schemes
4	Ownership of the Operations, Fleet and Safety interface at UK group and where required, support the introduction of cross-functional business improvement plans.

5	Take a lead role and ownership of the client requirements and governance around major change programmes sponsored by the Operations Director, ensuring stakeholders are kept up to date and are meeting requirements as specified.
6	Assist the Operations Director in defining and driving UK-wide rail operations and performance benchmarking, good practice exchange and continuous functional improvement activity and where appropriate implement trial activities and feedback results in report format to the UK board.

Contact with others

Post Details	
Purpose, nature:	<p>Working closely with all senior levels of management in OpCos to develop and deliver reporting requirements at UK board level to appropriate quality, detail and timescale constraints.</p> <p>Working with all levels of OpCos to develop and deliver the Core Process set for Abellio UK, with defined process mapping and associated outcomes in a high quality presentable format.</p> <p>Capable of producing high quality outputs and reports from collaboration with others / project work which outlines an approach and strategy for delivering business improvements.</p> <p>Role holder will be capable of presenting persuasive and compelling recommendations / action plans / good practice to OpCo Operating teams and Operations Directors in order to secure support for proposals which drive requisite, operations and train performance improvement.</p>
Frequency:	Regular contact with internal OpCo teams.
Means of contact:	Daily contact via teleconferences, informal dialogue, formal reporting and presentations (as required).

3. Key behavioural indicators

Abellio common behaviours	
Genuine:	Confident and credible interacting with different stakeholder groups. Promulgates a culture of customer responsiveness across the organisation, utilising appropriate KPIs to influence TOC Operations Directors to drive focused improvement activity around operational improvement which will drive customer satisfaction (as a means of further strengthening bid collateral / evidence).
Professional:	<p>Capable of holding others to deliver against challenging commitments within a matrix organisation – influencing without direct management authority. Capable of operating with a high degree of freedom within prescribed delegated authority guidelines.</p> <p>Creative problem solver with an enjoyment of “making things happen.” Outstanding communication and interpersonal skill, and a dedication to excellence.</p> <p>Highly logistically numerate with the ability to rapidly analyse operational performance utilising appropriate metrics to drive sustainable competitive advantage. Maximises bid efficiency by leveraging Group bid capability / resources and through usage of repeatable bid processes and collateral.</p>
Proactive:	Leadership behaviours will demonstrate Abellio brand characteristics (e.g. long term partnership focus). Scans external environment for sources of competitive differentiation and positions organisation and capabilities to effectively exploit identified trends in the commercial European public transport market.
Inclusive:	Highly articulate and professional communicator with well-developed influencing skills. Confident in delivering engaging & compelling reports and presentations to stakeholders. Culturally sensitive with the ability to adapt style to influence stakeholders and peer groups. Politically astute with the ability to exercise appropriate degree of tact /

	<p>diplomacy. Operating style should command trust and facilitate rapid relationship building.</p> <p>Good team worker and the ability to work effectively with staff at different levels of the organisation.</p>
--	--

4. Person specification

Person Specification	Essential	Desirable
Attainments: education, qualifications & training requirements	Degree or equivalent qualification	
Abilities: skills & aptitudes required	<p>Experience in UK rail operations, in either the performance or operations organisations or within Operations Strategy within the industry.</p> <p>Gravitas; articulate communicator; well-developed influencing skills with ability to adapt style to diverse audience groups. Ability to quickly establish collaborative working relationships with peers. Robust in the face of challenge including in a heavily unionised environment.</p> <p>Clear thinking to find practical solutions to technical problems.</p> <p>Ability to develop and deliver high quality outputs from collaborative work with supporting detail, including timely reports and documents containing logical process maps with supporting rationale.</p>	<p>Well balanced and thrives in a values-driven work environment without dilution of personal accountability</p> <p>A working knowledge of railway operational systems</p>
General intelligence: experience & knowledge capabilities	<p>Highly logistical (with specific reference to railway operations) and analytical, focussed and pays attention to detail. Ability to see “bigger picture” between rail operations, commercial requirements, fleet requirements and infrastructure management.</p> <p>Good level of emotional intelligence</p>	
Personal circumstances/well being requirements: e.g. travel, flexibility, health	Located within commuting distance of Central London with a high degree of flexibility to undertake regular travel to the Glasgow HQ or over the UK to TOC areas of operation and bid team locations.	

Job Holders Comments	Line Managers Comments
Job holder's signature and date:	Line manager's signature and date: