

**Job Holder:** Duty Station Manager

**Reports to:** Station Manager LNR

**Grade:** PM1

**Safety Status:** Non-safety critical

**Date version agreed:** Draft version 2

### Job Purpose

To provide direct line management to the front-line stations' teams within including stations, ticket office and gateline teams. This includes, responsibility for the customer experience on all staffed, unstaffed stations and other TOC managed stations. This role will be responsible for ensuring the delivery of improvement plans to include, but not be limited to, customer satisfaction, safety, performance/reliability and community engagement.

2. Safety Details		
A. This job requires <b>Security Clearance</b> (e.g. Running of Special Trains)		<b>YES</b>
B. The job holder is required to hold a relevant <b>Track Safety</b> competence (e.g. PTS)		<b>NO</b>
C. This is a <b>Safety Critical Work Post</b>		<b>NO</b>
D. This is a Key Safety Post		<b>YES</b>
E. Reference to this job is included in the company <b>Safety Certification</b> documents		<b>YES</b>
F. This job <b>Manages Employees</b> (undertakes specific tasks indicated in the occupational & operational standards manuals)		<b>YES</b>
G. This job <b>Manages Locations</b> (undertakes specific tasks as indicated in the occupational and operational standards manuals)		<b>YES</b>

### Dimensions

#### A. Financial:

Cost and Payroll Budget - **TBC**

Delegated Authority - **TBC**

#### B. Staff:

Directly Responsible

Direct Reports

#### C. Others:

Compliance with employment law/legislation

Staffed Stations

Unstaffed Stations

Non SFO Stations

## Principal Accountabilities

### Our People:

- a) Provide management and direction to the front-line stations team to ensure delivery of the West Midlands Trains objectives, to create an amazing experience for our people and our customers;
- b) Take responsibility for recruitment to the agreed levels within your area, ensuring we have the right amount of the right type of people.
- c) Ensure delivery of all relevant training and briefing for your teams;
- d) Carry out discipline and grievance interviews, hearings and procedures as necessary;
- e) Ensure that all employees within your area are communicated with using the agreed processes for briefings and meetings.
- f) Work with your line manager to ensure all actions arising from local level union meetings are progressed;
- g) Effectively manage the performance of your team to ensure they are engaged, capable, available and motivated to deliver consistently high levels of customer experience;

### Driving and continually improving our Customer Experience:

- a) Work closely the Property team plus others as necessary to ensure a joined-up customer experience on unstaffed stations;
- b) Adopt a 'one team culture' within WMT to ensure consistency, ideas being shared and learning adopted;
- c) Ensure that all actions arising from the SQR audit are actioned in line with our obligations;
- d) Use customer feedback to continually look for ways to build and improve the experience our customers receive.
- e) Carry out any other duties commensurate with the role that will help develop your teams and improve the customer experience.

### Safety:

- a) Meet, and continually strive to exceed safety and environmental targets as defined in the WMT Business Plan and Safety Plan;
- b) Work as required by the company including working weekends and shifts when required. The role may also have on call responsibilities;
- c) Ensure the competence of all safety critical staff within your area.
- d) Create a culture within the team to ensure safety is everyone's business;
- e) Ensure adherence to all health & safety, security and fire safety procedures;
- f) Ensure all safety training and briefing is carried out;
- g) Ensure that all planned general inspections and safety checks are conducted at staffed and unstaffed stations;
- h) Ensure that any special events/engineering work are managed to an agreed plan. Ensure there is a crowd control/emergency plan in place for all stations where major events take place.

### Driving Revenue Growth:

- a) Deliver all revenue targets through the effective management of car parks, gatelines and ensuring compliance with Schedule 17.
- b) Ensure any marketing/revenue generation plans are effectively communicated to the front line teams;
- c) Through direct management of the ticket office teams help deliver a LNR ticket retailing strategy ensuring retailing 'mix' and manpower continues to reflect changing customer preferences for purchasing tickets;
- d) Develop station travel plans for arriving and departing customers, that are integrated with other forms of transport.

### Stakeholder Relationships:

- a) Ensure that all stakeholders within the stakeholder plan aligned to your position are effectively managed and relationships maintained. This is to include, station adopters and CRP's.;
- b) Ensure our interests are protected at their stations managed by other TOC's;
- c) Manage the interface with TOCs, tenants, suppliers, local service partners and other stakeholders as appropriate, to ensure the consistent delivery of customer experience, service quality, operational performance, and safety and security standards.

### Improving our Performance:

- a) Ensure the front-line teams are aware of the performance improvement plans and that Right Time departures are key within individual objectives;
- b) Work cross-functionally with other departments to implement contingency plans for service disruption to minimise impact of disruption on our customers;
- c) Execute our proactive response to service disruption and Passenger Information during Disruption (PIDD) to ensure we deliver for our customers and solve issues in real time.

### Delivering our Finance goals:

- a) Deliver all financial targets for your area;
  - b) Work with the resource team, to ensure the station operations are resourced in a cost-effective way through effective resource deployment;
  - c) Ensure that all retail activities and standards are undertaken and delivered in a professional and quality manner at all times at WMT and partner stations. Ensure adherence to Schedule 17.
  - d) Ensure that Gatelines remained in operation from the first to last services, in line with the committed obligation;
  - e) Ensure station car parks are maintained and operated to the highest standards to help generate and protect revenue.;
  - f) Participate in the internal audit programme, ensuring any actions assigned are closed out within the specified timescale;
  - g) Adhere to the Cash Regulations and delegated authority procedures, ensuring retail guidelines are followed in ticket offices.
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### **Context**

#### **A: Operating Environment:**

Management of a workforce spread geographically across different locations. All Station Staff terms and conditions are covered by legacy collective bargaining arrangements across a number of unions. The delivery of a consistent train service is through the front line delivery colleagues and their Managers. The franchise obligations are based around such delivery.

#### **B: Framework and Boundaries:**

The nature of the collective agreements means that a detailed knowledge of terms and conditions and their implications is essential to the role. This is coupled with the need to build good working relationships and communication with line managers and union representatives in order to engender employee engagement

#### **C: Organisation:**

Copy of organisation chart is attached

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### **Knowledge and Experience**

- a) Excellent interpersonal skills and proven record in building teams.
  - b) A high level of influence and the ability to lead teams to deliver positive results.
  - c) The right style to motivate, lead and influence others in line with Abellio and LNR Vision, brand and culture.
  - d) The ability to manage change and a passion for innovation.
  - e) The ability to deliver targets and projects within budget and on time.
  - f) Experience of safety management systems and regulatory compliance.
  - g) High level of numeracy and sound analytical skills.
  - h) Self-motivation and drive, thriving with accountability and responsibility.
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### **Job Challenge(s):**

- a) Building an effective and professional relationship with the unions during a turbulent period.
- b) Delivering the commercial targets as defined within the WMT franchise agreement.
- c) Management of unstaffed stations.
- d) Managing the disruption for our customers during the HS2 and other major projects.
- e) Managing the relationship at key non WMT SFO stations
- f) Building a performance plan that delivers increased punctuality and reliability for our customers.

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**Sign off**

**Job Holder:**..... **Date:**.....

**Manager:**..... **Date:**.....

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**Nominated Deputies**

If this is a KEY SAFETY POST (2D is “checked”) a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of Nominated Deputy:** .....

**Name of Nominated Deputy:** .....

**Signature of Nominated Deputy:** .....

**Date:** .....

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.