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| **Post Details** |
| **Post Job Title:**  | **Customer Services Director London Northwestern** | **Reports To Job Title:** | Managing Director |
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| **Function:**  | **Operations** | **Function:** | London Northwestern Railway BU |
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| **Location:**  | **Birmingham**  | **Location:** | Birmingham |
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| **Grade:**  | **Director** | **Safety Status:** | Non Safety  |
| **1..0** | **Purpose of the Job** |
| 1.1 | To deliver an excellent customer experience for the London Northwestern Railway (LNR) business unit through leadership of stations, conductor and revenue protection delivery staff. To build strong partnerships with all key regional stakeholders to support regional growth and devolutionAs a member of the West Midlands Trains (WMT) Senior Management Team, contribute to developing and delivering the Company’s business strategy to achieve defined business goals and profit target in line with our vision and values. |
| **2.0** | **Key Accountabilities** |
| 2.1 | Lead the delivery of Customer Services within the LNR Business Unit through direct management of conductor, station and revenue protection functions and close liaison with the Operations function on driver activities. |
| 2.2 | Build strong relationships and partnerships with all key external stakeholders including TfL. LNR CRPs, Hs2, local authorities |
| 2.3 | Lead the development and delivery of the annual LNR business plan and budget. |
| 2.4 | Ensure implementation of WMT operational and occupational safety standards, policies and processes in the business unit. |
| 2.5 | Ensure priorities of the LNR passengers and stakeholders are fully reflected in WMT timetable and commercial planning processes. |
| 2.6 | Lead and develop a culture of customer focus, safety, employee engagement and pride within the WMT management and across the business unit workforce. |
| 2.7 | Ensure specific customer concerns and suggestions are responded to and addressed, either directly through the function or by the appropriate WMT manager. |
| 2.8  | Lead Business Unit level Employee Relations discussions with local trade unions.  |
| 2.9  | In conjunction with the Resources team, ensure staff attendance, availability, deployment and efficient utilisation to deliver the train and station services within the LNR BU |
| 2.10 | Ensure effective workforce planning and training plans and competency management systems are in place to deliver the right number of staff, with the right range of skills to deliver the LNR service |
| 2.11 | Deploy and Implement WMT Performance Improvement Strategies within the LNR BU |
| 2.12 | Deploy and Implement WMT Smart Retailing , Revenue Protection and Crime and Security Initiatives within the LNR BU |
| 2.13 | Ensure WMT Service Quality Systems and Plans are effectively implemented on trains and at stations in the LNR BU |
| **3.0** | **Role Dimensions** |
| **Non-Financial** |  |
| Management of LNR BU through 6 Direct reports and total workforce. |  |
| **4.0** | **Main Contacts (External/Internal)\*** |
| **Contacts** | **Frequency** | **Purpose** |
| Managing Director WMT | Daily | Ad hoc discussions, planning, updates etc. |
| SMT Leadership Team members | As required | Ad hoc discussions, planning, updates etc |
| Stakeholders: TfL, London Travelwatch BTP, Local Authorities, Marston Vale Abbey Line, CRPs, HS2 | As required | Build constructive stakeholder relationships  |
| Other TOCs : Virgin Trains, Southern, LOROL, East Midlands, Northern, Merseyrail  | As required | Minimise impact of external factors on TOC performance and build robust service recovery plans |
| External bodies e.g. Rail Delivery Group ,  | As required | Implement/Contribute to Industry initiatives |
| **5.0** | **Experience, Knowledge & Qualifications Required** |
| 5.1 | Successful leadership of large service delivery function with significant people management, customer satisfaction, retailing, budget, safety and operational performance accountabilities |
| 5.2 | Evidence of successful leadership of organisational and cultural change in unionised, regulated environment  |
| 5.3 | Experience of delivering significantly improved customer experience through operational staff  |
| 5.4 | Evidence of Building strong stakeholder relationships and partnerships, |
| 5.5 | Good appreciation of Railway Operational Practices and Processes  |
| 5.6 | Good Appreciation of Retailing, Revenue Protection and Crime and Security Good practices  |
| 5.7 | Graduate Qualification or Equivalent Calibre. Evidence Of strong professional development  |
| 5.8 | Experience of negotiating with Trade Unions |