

Job Description

Job Holder: Driver Manager
Reports to: Area Driver Manager
Grade: Driver Manager
Safety Status: Safety Critical
Date version agreed: August 2013

1. Job Purpose

To lead Drivers in ensuring operational safety, contribute to improving train performance and achieve customer satisfaction targets.

2. Safety Details

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

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3. Dimensions

(Indicate in quantitative terms the key areas on which the job has an impact)

- A. Financial:** Required to operate within a financial budget
- B. Staff:** Direct line manager responsibility for a team of Drivers
- C: Others:** None
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Principal Accountabilities

- a) Provide leadership, motivation, assistance and support to Drivers within their team.
- b) Carry out regular performance review sessions with direct reports, actively coaching team members to achieve their potential.
- c) Proactively monitor team members' on-going development, provide guidance and address individual performance
- d) Initiate and co-ordinate team briefings that provide an opportunity for two way communication to ensure Drivers are aware of key performance targets, progress against them and current Company information
- e) Support the Operational Manager in the deployment of key employee engagement initiatives
- f) Liaise with other functions to ensure adequate support for Drivers within the team (e.g. HR support, uniform/equipment required for role etc.)
- g) Maximise Driver resources by effectively managing the team through consistent application of management policies & processes (e.g. management of attendance, welfare and counselling issues, formal discipline and grievance cases)
- h) Actively monitor train service performance, investigate delays that are attributed to drivers, identify root causes and feedback outcomes to Operations Manager
- i) Customer satisfaction – ensure drivers attain company customer satisfaction measures
- j) Manage all aspects of safety compliance through:
 - assessment and certification of driving competence, development & delivery of training programmes, updating of route risk;
 - competence assessment and verification of fellow Driver Managers assessments, and maintaining own driving competence;

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- depot checks, management of safety standards, signal sighting activity, maintenance of safety publications, radar speed checks, and maintenance of safety notice cases.
- k) Deal with occupational accidents and operational incidents - investigations and reporting of accidents/incidents, including making recommendations and follow-up of recommendations, and the application of SPAD prevention/mitigation policies.
- l) Special duties as required - VIP escort duties, other investigations, e.g., attendance at incident investigations that are led internally by another function or externally by another industry party, e.g., Network Rail, and non-safety related investigations, e.g. Train performance,
- m) Provide support to other projects, e.g., introduction of new trains, development of new standards, etc.
- n) On Call responsibility.
- o) Assist as required in the recruitment, selection and training of new drivers.
- p) Any other duties commensurate with the grade and post and as required.

5. Context

A: Operating Environment:

Management of a defined group of drivers who are part of a large depot-based complement of drivers. The maintenance of driving competence is a primary responsibility, as well as ensuring the health and welfare of all employees within the defined group. The efficient management of individuals is through these posts, e.g., absence management. Franchise obligations are based around such delivery.

B: Framework and Boundaries:

The nature of the collective agreement 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:

Please see organisation chart(s) at the end of the document.

Direct reports – a defined group of Train Drivers

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(Attach a copy of the current organisation chart on the landscape page at the end of this document for each subordinate who reports directly to the job holder. Outline the area of responsibility of each direct report below)

6. Relationships

A: Reporting lines

One-to-one relationship with individual Drivers, for whom the Driver Manager has full responsibility for all aspects of his/her work and welfare.

Line Manager(s): Strong relationship with the Area Driver Manager, with whom regular team meetings, one-to-one discussions, performance reviews and depot progress discussions take place.

B: Other Contacts:

Within the Company: Other Driver Managers and Senior Conductor Managers at own and other Depots, Fleet Managers, key operations managers in Planning and Control, Operations Standards Specialists, Trade Union representatives.

Outside the Company:

ORR; RAIB; Trade Union officials; NR Operations Managers (LOMs/MOMs), station managers and British Transport Police.

7. Knowledge and Experience

Knowledge

- Thorough knowledge of rules and regulations associated with train driving
- Knowledge of Driver terms and conditions
- Knowledge of West Midlands Trains operations and geography
- Knowledge of safety and quality standards

Skills

- Excellent Team Leader with the ability to motivate and coach team members
- Good communication skills (including written and oral)
- Self motivated and able to work on own initiative
- Ability to interpret data and technical information and explain what it means to others

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- Confident when dealing with difficult situations. Shows a high level of personal resilience.
- Customer focused approach to problem solving
- Computer literate

Experience

- Experience of managing others
 - Minimum of 3 years driving experience
 - Previous experience in a customer service environment would be an advantage
 - Able to cover on call commitments and competent to act as TOLO at the site of incidents if required
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8. Job Challenge(s):

Maintaining and improving high standards of safe working, train performance and attendance from the Driver team in a challenging environment.

9. Additional Information

- Educated to GCSE level or equivalent
- Recognised technical or professional qualifications in competence assessment (D32/D33/A1)
- West Midlands Trains induction programme attendance
- Successful completion of Customer Care training
- Successful completion of Personal Track Safety training
- Successful completion of Rules & Regulations training
- TOLO
- Signal sighting training
- Investigation training