

Lead Driver Manager

Job Holder: Lead Driver Manager

Reports to: Senior Resource & Operations Manager

Grade: PM2

Safety Status: Safety Critical

Date version agreed: November 2018

1. Job Purpose

To support the Senior Resource & Operations Manager in the delivery, leadership and management of a team of Driver Managers, to deliver train safety, performance, service reliability and customer satisfaction.

2. Safety Details

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)	Y
C. This is a Safety Critical Work Post	Y
D. This is a Key Safety Post	Y
E. Reference to this job is included in the company Safety Certification documents	Y
F. This job Manages Employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	Y
G. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals)	Y

3. Dimensions

A. Financial:

Financial: Authority to sign off financial transactions within delegated authority limits.

B. Staff:

Directly report to the Senior Resource & Operations Manager.
Driver Managers indirectly report to Lead Driver Manager.

C: Others:

Nil

4. Principal Accountabilities

- A. Provide leadership, motivation, assistance and support to the Driver Management team.
- B. Leadership, management, coaching, mentoring and development of a team of Driver Managers who are responsible for the management and competency assessment of Drivers.
- C. Ensure through the competence management system that all Driver Managers are competent to carry out their full role.
- D. With Senior Resource & Operations Manager, agree business and performance targets and develop action plans to deliver and implement objectives.
- E. Assist Senior Resource & Operations Manager in cascading performance targets to managers through performance meetings – reviewing progress against plan.
- F. Ability to effectively performance/service targets against a wide range of metrics.
- G. Maximise driver resources by ensuring managers control all aspects of 'off train working' (e.g. attendance and disciplinary issues)
 - a. Manage all aspects of safety compliance through:
 - i. assessment and certification of driving competence, development & delivery of training programmes, updating of route risk;
 - ii. competence assessment and verification of fellow Driver Managers assessments, and maintaining own driving competence;
 - iii. depot checks, management of safety standards, signal sighting activity, maintenance of safety publications, radar speed checks, and maintenance of safety notice cases.
- H. Ensure that driver productivity is maximised through the timely delivery of route and traction knowledge.
- I. Support the Senior Resource & Operations Manager in the delivery of local training plans.
- J. Support the Senior Resource & Operations Manager in the management of the collective and individual employee relations arrangements and processes at a local level, creating positive working environment as measured in the employee engagement survey.
- K. Support the Senior Resource & Operations Manager in the recruitment of staff as required.
- L. On call and incident management, command responsibilities & duties (inc TOLO) as required.
- M. Ensure compliance with all safety responsibilities and comply with commitments within the West Midlands Trains Safety Certificate.
- N. Ensure competence assessment of all staff is fully undertaken.
- O. Ensure recommendations of incident and accident investigations are completed in line with company timescales.
- P. Assist with design and implementation employee engagement plans based on feedback from the employee engagement survey.
- Q. Support the Senior Resource & Operations Manager in the undertaking of internal depot audits and develop and deliver action plans that are recommended from these audits.

- R. Ensure effective communication processes are in place to allow two-way communication including compliance with safety briefs.
 - S. Contribute to the delivery of wider company objectives, including the management of strategic projects.
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5. Context

A: Operating Environment:

Management of a large workforce spread geographically across different locations. All Driver 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.

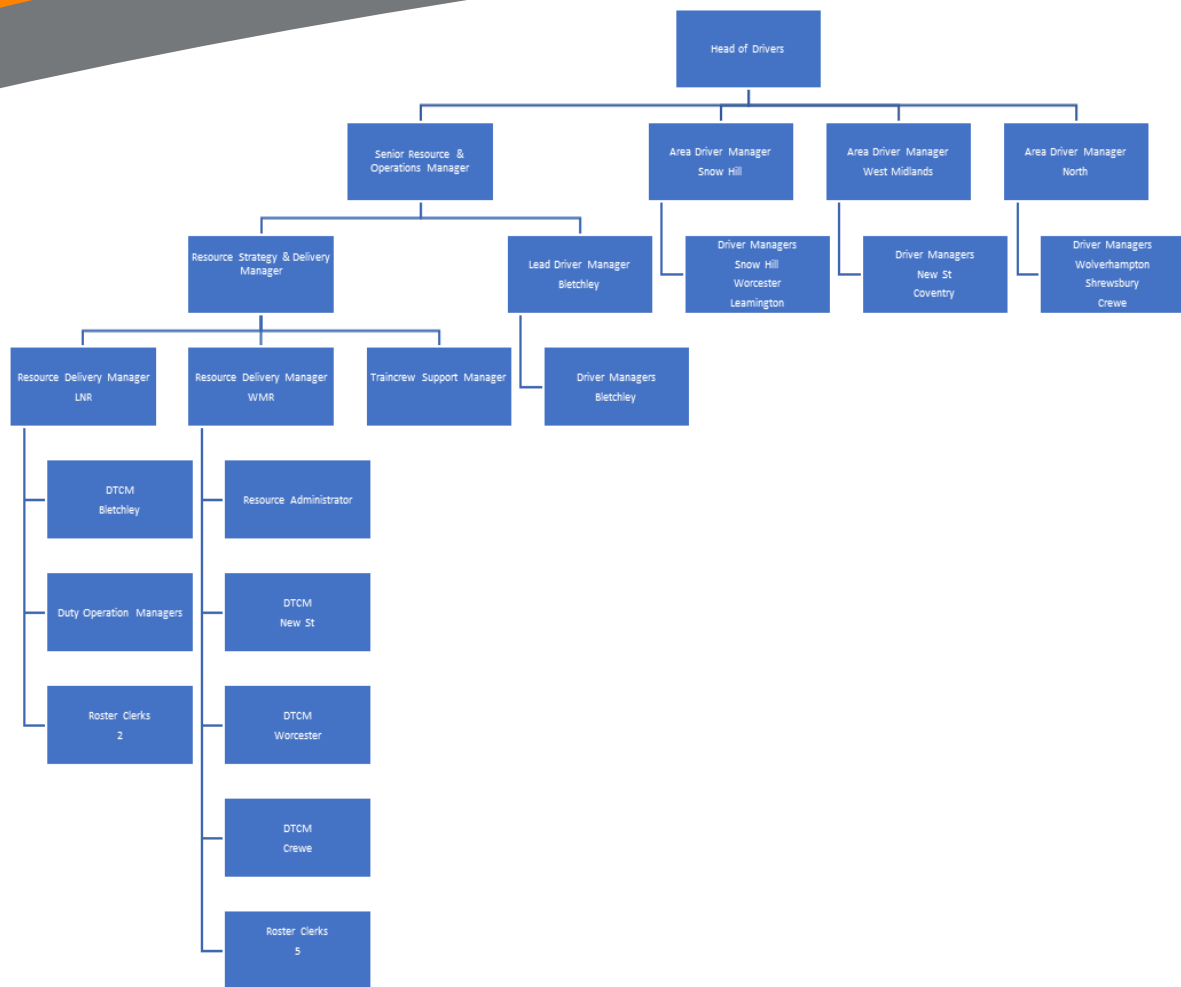
B: Framework and Boundaries:

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 to engender employee engagement

C: Organisation:

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

(Attach a copy of the current organisation chart 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

9 Driver Managers (Indirectly)

B: Other Contacts:

Head of Drivers, Driver Development Manager, Head of Conductors, Area Managers - Conductor & Drivers; other Operations function Managers (Control, Performance & Planning, Resources); Fleet Management at depot level; HR & Finance Business Partners; Customer Service management.

Outside the Company:

Network Rail Operations Managers and Account Managers; other TOC Operations Managers.

7. Knowledge and Experience

Knowledge

- Knowledge of West Midlands Trains operations and geography
- Knowledge of Drivers rules and regulations

- Knowledge of Driver terms and conditions
- Knowledge of safety and quality standards

Skills

- Credible leader with experience of managing and engaging with geographically spread teams.
- Strong communication skills with an ability to influence and negotiate
- Ability to effectively performance/service targets against a wide range of metrics.

- Confident in dealing with a range of data and proficient at problem analysis and solution delivery
- Self-motivated, able to work on own initiative and as part of a team
- Strong planning and organising skills with the ability to prioritise for self and others
- Competent in the use of computer applications.

Experience

- Experience of motivating, coaching and developing others within a challenging operational environment.
- Experience of project management, deployment and delivery.

8. Job Challenge(s):

The role needs the individual manager to value employee engagement and engage in building positive and professional relationships with all stakeholders, peers, direct reports and the Trade Unions

9. Additional Information

Additional Information

- Successful completion of Personal Track Safety training
- Rules and regulations competence to the designated standard
- On call training

10. Sign off

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

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

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.