

Job Holder: Maintenance Control Manager

Reports to: Head of Fleet Production

Grade: Maintenance Control Manager

Safety Status: Safety Critical

Date version agreed: 15/06/2020

1. Job Purpose

To manage the relevant West Midlands Trains fleet performance in real time, interfacing with the relevant Control, Operations and Engineering personnel, including Station Technicians and depot staff.

To provide technical advice in real time to traincrew and report all known defects into the relevant system, feedback extensive details of faults and failures to maintenance locations and the relevant personnel via fleet system(s) and assist with the root cause analysis of failures.

Compile and issue Repeat Defect Information as and when required, following laid down criteria.

Reduce fleet delay minutes by interrogating real time TRUST Delays and advise Delay Attribution staff on non-Fleet attributions to be disputed/attributed elsewhere.

Play an active role in the effective and safe operation of fleet within the Control team.

2. Safety

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

3. Dimensions

A. Financial:

None

B. Staff:

None

C. Others:

None

4. Principal Accountabilities

1. Manage in service faults and failures, assist with planning depot maintenance requirements and provide first line technical assistance to operational staff to ensure minimisation of impact of vehicle failures. Assist with managing and amending ECS train movements to Depot and outstations, in-line with the scheduled maintenance plan
2. Record and report all information relevant to operational safety incidents/accidents, service defects and failures both detailed and efficiently. Maintain defects in the relevant systems, including key system monitoring e.g. restrictions, radiator cleaning, air con, etc. Ensure that all reporting IT systems are updated in a precise and efficient manner
3. Ensure satisfactory close out of safety related traction and rolling stock incidents. Generate defect information and ensure information is readily available to production/technical staff to allow identification of route cause
4. Ensure that any maintenance, defects, and serious incidents on the fleet that could affect safety and performance are managed effectively and in accordance with the WMT safety case, procedures and Railway Group Standards
5. Direct the team of Station Technicians/Call out Technicians to real time faults and preventative checking. Initiate day-to-day audits by Station Technicians of safety related repairs and maintenance
6. Assist with the management of live fleet status management of maintenance using systems such as Remote Condition Monitoring
7. Ensure all defects contained within the maintenance asset system are cleared on sets that have come off maintenance
8. Maintain a close liaison with WMT Operations staff and Network rail staff in the time following an incident/accident
9. Assist with the disputing of Fleet TRUST delay incidents
10. Carry out an initial assessment of on-line NIR's, liaise with Fleet On-Call staff and implement appropriate actions if necessary

11. Arrange for unit downloads, including but not limited to OTMR when required
 12. The post holder will act as a secondary maintenance planner for all maintenance and repair work for WMT's core DMU Maintenance Depot at Tyseley
 13. Undertake any other duties where competent
 14. Maintain your own competence with assistance from the Fleet Training & Development Manager
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5. Context

A: Operating Environment:

This role will consist of working shifts in a busy Control office environment

B: Framework and Boundaries:

The role will control all train movements at the carriage sidings

C: Organisation:

Refer to organisation chart

6. Relationships

A: Reporting lines

Head of Fleet Production

B: Other Contacts:

Other functions within Control, Operational staff, Station Technicians, Depot Production staff, Depot Technical staff

Outside the Company:

Network Rail, Depot Access Operators

7. Knowledge and Experience

Must hold an Engineering qualification, in both Mechanical and Electrical Engineering

Sound knowledge of legacy, era 1 & era 2 DMU Traction and Rolling Stock maintenance at all levels along with era 1 EMU Traction and Rolling Stock maintenance at all levels (current), plus any additional fleets brought into WMT by cascade or introduction.

Experienced in fleet maintenance and fault-finding techniques

IT Literate in all Microsoft packages and In-house systems (including but not limited to, Nexala, Ravers, Genius, TRUST, PROST etc.)

Must have an ability to communicate clearly and confidently with all levels of personnel both written and oral

Demonstrate ability to work on own initiative

Good interpersonal skills

8. Job Challenge(s):

The role must work under their own initiative and assist Fleet in ensuring delays/incidents are dealt with safely and efficiently.

Working with a cool head under times of disruption in collaboration with Control and Network Rail.

9. Additional Information

None

10. Sign off

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

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

Nominated Deputies

Relief Maintenance Controllers can be provided where trained and competent