

**JOB TITLE: Operational Readiness Support**

**Job Description**

**Reports to: Operational Readiness Lead**

**Grade: PM 1**

**Safety Status: Non-Safety Critical**

**Date version agreed: August 2020**

1. **Job Purpose**

The ‘Operational Readiness Support’ is required to assist the Operational Readiness Lead to plan and coordinate a range of operational activities associated with the introduction of the new class 196s and 730s. Acting as interface between the project teams and the WMT and external functions.

The Post holder will assist with the preparation of all operational processes and documentation required to support the introduction of the new trains are in place appropriately assured.

**2. Safety Detail’s**

A; This role requires security clearance (for e.g. running of special trains) YES

B; This role is required to hold relevant Track Safety Competence (PTS) YES

C; This is a Safety Critical Work Post NO

D; This is a ‘Key Safety Post’ NO

E; Reference to this post is included in the Company Safety Certification documents NO

F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals) NO

G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals) NO

**3. Dimensions**

**A. Financial:** No Budget Responsibility

**B. Staff:** No Direct Reports

**4. Principal Accountabilities**

• Concept of Operation – Assist the Operational Readiness Lead in taking the Concept of Operation and ensuring that it meets the requirements of the safety validation process and is acceptance by the business and unions.

• In conjunction with the JPMs and relevant business functions coordinate all activities associated with train & operational interface testing.

• ASDO/CSDE – In conjunction with the relevant PM assist the operational readiness lead in the delivery of the ASDO/CSDE strategy to time and budget, ensuring acceptance by the business and unions.

• Platform Train Interface (PTI) – In conjunction with the relevant business function assist the Operational Readiness lead with the co-ordinate all activities associated with the PTI.

• Driver Advisory System (DAS) – taking the lead from the relevant business function, help the Operational Business Lead in the management, delivery and implementation of any supporting activities required to put DAS into use.

• Staff Training – Help the Operational Readiness lead to coordinate all aspects of staff training, including drivers, senior conductors, station staff and dispatchers. This will include sign off by WMT operational standards and approval by the unions.

• Support the Operational Readiness lead with activities associated with buffer stop assessments, review & update of operational standards, timetable planning and any Network Rail submissions.

**5. Context**

**A: Operating Environment:**

The post holder is expected to be a self-starter and work with autonomy in response to project needs. Regular check ins are expected and will be facilitated by the Operational Readiness Lead.

**B: Framework and Boundaries:**

The Project is required to meet all mandatory governance artefacts, including cost, time and quality tolerances.

**6. Relationships**

**A: Reporting lines – Reports to Operational Readiness Lead**

|  |  |  |
| --- | --- | --- |
| **Contacts** | **Frequency** | **Purpose** |
| Class 730 & 196 colleagues, including contractors | Daily | Liaison in respect of the project’s operational requirements. |
| Operations directorate colleagues | Daily |
| Joint PM – EMU & DMU | As required | Update/advise on project progress and developments |
| Head of Franchise Projects | As required |

**7. Knowledge and Experience**

|  |  |
| --- | --- |
| **Technical** | **Behavioural** |
| Excellent engagement and communication skills (both written and verbal) | Ability to work under pressure and produce accurate time critical information |
| Experience of the processes involved in implementing the introduction of new traction types | Attention to detail |
| Understanding of railway operational roles and their interdependencies | Desire to make a difference |
| Experience of managing interdepartmentally to achieve goals | Good communication skills |
| Knowledge of IT systems and packages | A self-starter, with the ability to ‘hit the ground running’ |
| Knowledge of West Midlands Trains operations, geography, and processes | Highly organised, flexible, able to work on own initiative and as part of a team |

The postholder must also demonstrate:

• An ability to identify problems and build relationships

• Communicating with business colleagues in a language and style that they are comfortable with avoiding unfamiliar terms and references

• Ability to influence stakeholders to encourage active support and mitigate resistance to project objectives

• Willingness to travel within the UK to WMT locations across the network

**8. Additional Information**

The Operational Readiness Support is based in 134 Edmund Street, however remote home working is possible, and travel is expected to sites around the WMT Network.