**Job Holder:** Investigations Support Manager

**Reports to:** Head of Operations Standards

**Grade:**  PM2

**Safety Status:** Non**-**Safety Critical

**Date version agreed:** 08/08/2018

**1. Job Purpose**

Ensure that West Midlands Trains has robust strategies, procedures and standards to undertake operational activities safely, effectively and in accordance with legal and industry requirements.

Provide competent advice and assistance on operational safety incidents and investigations to all parts of the business. Ensure development and compliance with internal Standards, Safety Critical Work Regulations, Railway Group Operational Standards and other railway legislation associated with safety critical areas.

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| **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** | **N** |
| D. This is a Key Safety Post | **N** |
| **E.** Reference to this job is included in West Midland Trains **Safety Certification** documents | **N** |
| **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 directly responsible

**C: Others:**

N/A

**4. Principal Accountabilities**

* Act as Designated Competent Person (DCP) and ensure all operational incidents are fully investigated and high-quality reports produced
* Maintain a database and file on all operations related incidents
* Act as “Lead Investigator” as required by the Head of Operations Standards.
* Represent West Midlands Trains as investigating officer at relevant joint investigations
* Develop and deliver training to local investigators as required
* Provide expert advice and support investigators throughout on-going investigations
* Ensure recommendations are raised to Recommendations Review Group (RRG) and are actioned and closed effectively
* Continually develop the investigation process and provide support to investigators
* Reduce operational incidents and accidents by preparing strategies based on lessons learned & industry good practice.
* Review external investigations and ensure any transferable lessons are reviewed and acted upon
* Provide statistical analysis and trend data for incident types
* Review incident reports and provide learning points for safety briefings and other forums
* Any other duties commensurate with the grade and post as required.

**5. Context**

**A: Operating Environment:**

Manage the investigation process within a defined area

Working with extended staff groups to develop and influence others

Provide support and instruction where required

**B: Framework and Boundaries:**

Operational safety standards

Occupational safety standards

HR policies, procedures and employment law

Compliance with internal and external quality management targets

**6. Relationships**

**A: Reporting lines**

Reports to Head of Operations Standards

Working in a small team of operations professionals

No direct reports

**B: Other Contacts:**

West Midlands Trains operations team

West Midlands Trains safety team

Other West Midlands Trains staff at all levels

**C: Outside the Company:**

Network Rail

Health & Safety Executive

Rail Safety and Standards Board

Rail Accident and Investigation Branch

Office of Rail & Road

**7. Knowledge and Experience**

Experience of working in a rail operating environment

Knowledge of industry Standards relating to operations and investigations

Experience of carrying out accident/incident investigation

Experience of working with extended teams

Knowledge of office software including Word, Excel and Outlook

Experience of carrying out quantitative risk assessments

**8. Job Challenge(s):**

Development of operational safety processes

Maintain current with industry best practice

Ensure compliance with management safety system

Develop and influence others in the area of operational safety and compliance

**9. Additional Information**

Not Applicable

**10. Sign off**

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

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

**Nominated Deputies**

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.