

Head of On-Train (WMR)

Job Holder:

Reports to: CX Director (WMR)

Grade: PM3

Safety Status: Safety Critical

Date version agreed: 06th October 2020

1. Job Purpose

Lead accountability for the on-train customer experience within the CX department. Responsible for Senior Conductor grade, Revenue Protection & Security and Prosecutions teams. Responsible for delivering all associated safety, train performance, service reliability and customer satisfaction (e.g. NRPS) outcomes.

This role is also responsible for employee relations strategy for the function and is Chair/Co-Chair of Senior Conductors Company Council meetings in line with the laid down processes for consultation and negotiation.

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	N
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:

This post is crucial to the improvement of WMT management of On Train activity which drives train performance, on train revenue and cost control requirements. Responsible for the £multi-million cost and staff budget for Conductor activity.

Role is also responsible for revenue generation and collection through both the Senior Conductor and Revenue Protection teams.

B. Staff:

Directly Responsible = Up to 350

C: Others:

This post manages a large number of dispersed staff operating across multiple Depots and locations.

4. Principal Accountabilities

- Provide clear leadership and coaching for Senior Conductor & Revenue Protection Managers and teams; role model performance and behavioural standards.
- Deliver initiatives to drive up NRPS On-Train standards.
- Actively identify, lead and deliver continuous improvements to train safety performance, service reliability and customer satisfaction.
- Deploy the customer service strategy for all areas of responsibility.
- Owns the revenue protection and collection strategy that helps deliver the commercial objectives and minimises ticketless and fraudulent travel.
- Ensure Prosecutions for ticketless travel represent value for money for the business.
- Manage Senior Conductors Union interactions to develop a positive and consistent working relationship.
- Works alongside the Head of Workforce Strategy to ensure a robust workforce planning strategy and approach is in place, which offers value for money, while ensuring robust train service delivery.
- Actively liaise with internal stakeholders and external stakeholders (e.g. Network Rail) to ensure an integrated and consistent approach to safety within the Senior Conductor Function.
- Ensure compliance with all safety responsibilities and comply with all commitments within the WMT Safety Certificate.
- Actively manage Senior Conductor and Revenue Protection business initiatives to enable successful deployment and completion of change projects.
- Deploy key activities to maximise employee engagement and job satisfaction within the Senior Conductor function.
- Identify talent and develop a robust succession plan within the Senior Conductor Functions.
- Provide leadership, motivation, assistance and support to Senior Conductors within the team.
- Carry out regular performance review sessions with direct reports, actively coaching team members to achieve their potential.

- Proactively monitor team members' on-going development, provide guidance and address individual performance.
 - Maximise Senior Conductor 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).
 - Ensures team actively monitor train service performance, investigate delays that are attributed to Senior Conductors, identify root causes and feedback outcomes to the Lead Senior Conductor.
 - Overall accountability for all aspects of safety compliance through verification of arrangements for: competence assessment and verification of fellow Senior Conductors, depot checks, implementation of control measures to contain risks, management of safety standards, maintenance of safety publications and maintenance of safety notice cases.
 - Overseeing management of occupational accidents and operational incidents - investigations and reporting of accidents/incidents, including making recommendations and follow-up of recommendations, and the application of prevention/mitigation policies.
 - Responsible for delivering the on-train elements of Service Quality Regime (SQR) standards and utilising the SQR to deliver and drive improvements to the customer experience.
 - On Call responsibility.
 - Any other activity which may be relevant from time to time as required by the company.
-

5. Context

A: Operating Environment:

Operating within a complex and unionised environment.

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 in order to engender employee engagement.

C: Organisation:

To be confirmed

6. Relationships

A: Reporting lines

Reports to the Customer Experience Director (WMR)

B: Other Contacts:

Head of Drivers, Head of Operational Standards, Head of Train Planning, Head of Stations (WMR) and other Operations Department senior team members. Driver and Senior Conductor Managers and others involved in Operations and Customer Experience delivery.

Outside the Company:

Network Rail, RAIB, RSSB and ORR

7. Knowledge and Experience

- Experience of managing a geographically dispersed team and able to work within a virtual team environment.
 - Excellent people and leadership skills gained in a senior management capacity, with the ability to lead, motivate and grow a team
 - Highly credible leader with a proven track record of managing diverse teams through change, managing performance and motivating others to deliver results. Willing to challenge poor performance.
 - Pro-active individual with an ability to engage with others quickly to establish relationships.
 - Experience of deploying strategic priorities whilst maintaining a customer focus.
 - Able to evidence excellent analytical and problem solving skills to develop and implement effective people strategies, policies and processes. Drive appropriate action to deliver commercially sound and realistic solutions.
 - Have a proven track record of operating successfully within a highly unionised environment
 - Excellent communicator with strong negotiation and influencing skills.
 - Well developed written and verbal communications skills.
 - Demonstrable knowledge of West Midlands Railway operations and geography
 - Good knowledge of Senior Conductor terms and conditions
 - Knowledge of safety and quality standards
 - Experience of managing complex budgets
 - Can demonstrate a high level of personal resilience and thrives in complex and demanding situations.
-

8. Job Challenge(s):

Ability to operate in a complex, fast-paced and challenging environment. Ability to operate in a highly unionised environment. Able to coach performance improvement in the Senior Conductor Management grades. Deliver to the commercial targets as defined within the WMT franchise agreement.

9. Additional Information

(Provide any further information not included in previous sections, which it is considered would assist others to achieve a better understanding of the job)

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.

END