

Job Description

Job Holder:	Trainee Senior Conductor
Reports to:	Conductor Manager
Grade:	Senior Conductor
Safety Status:	Safety Critical
Hours of duty:	36 hours per week including weekends and bank holidays

Job Purpose

The Senior Conductor is the person that interfaces with our customers most frequently and through a highly visible, professional and friendly approach to customer service will support the safe and punctual operation of our train services, ensuring that customers are regularly updated as their journey progresses and that they have a valid ticket for the journey being made. This is a Safety Critical post.

The Role

- Deliver the highest standards of customer service on some of the busiest train services
- Responsible for providing every possible assistance to make our customers journey comfortable and pleasant
- Responsible for the safety of our customers and the train
- Checking and selling the full range of tickets, providing timetable information, assisting customers with luggage and ensuring that the trains are presentable for customer use
- Undertaking regular, emergency and other necessary public announcements on train
- Complete the necessary reports in respect of ticket irregularities
- You must be 18 years or over to apply with normal colour vision. For further information on colour vision, please review the following link. <http://www.colour-blindness.com/colour-blindness-tests/ishiharacolour-test-plates>

The Person

Being the face that represents West Midlands Trains we expect you to have excellent interpersonal skills, you will need to be outgoing, a natural communicator and be able to handle any situation in a cheerful, calm, unflappable manner. We know that you will be:

- Smart in appearance
- A good friendly communicator who is pleasant, courteous and helpful at all times, calm and resourceful in emergencies.
- You will have previous customer service experience, preferably retail.

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- Be flexible enough to turn your hand to any task that needs attention.
- Prepared to undertake selection testing and interview and a criminal convictions check
- You must have normal colour vision for some roles and be prepared to undergo medical and drug screening examination prior to appointment for all posts.
- Prepared to work shifts, with early and late finish times, including weekends, in all weathers.
- Prepared to undertake full training required for the post.
- Aged 18 years or over with normal colour vision
- Please note that applicants will not be accepted if you have received surgical treatment for near-sightedness
- Be physically fit and able to lift

The Benefits

As a valued employee of West Midlands Trains you will be paid at a salary level shown below for the appropriate post. We will train you in our training school so that you are confident and able to carry out the duties of the job. We will provide you with a uniform and you will have the option to become a member of our defined benefit pension scheme. As a non-contractual benefit we will give you, free travel on West Midlands Trains and other Abellio group trains for you and your family, as well as selected discounts on other train operators.

Training and Your Career

You will receive full training for the position based at our Training Academy in Birmingham. We will develop you throughout your career ensuring you are kept up to date with developments and opportunities.

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Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:
E.g. Sustainability Action Group, SEMG

List meetings here

 None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

2. Employee training

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- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

3. Planned Inspections

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

4. Accident and incident investigation

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

5. Emergency planning and Security

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
- c.
- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

6. Rules Competencies, Permits and Licences

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

7. Communications

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

8. Auditing and safety Check

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

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9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	

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Date:			
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I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Review

This statement will be reviewed annually.

Date Due:	Date Reviewed :	Post Holder Signature:	Line Manager Signature:
_____	_____	_____	_____
_____	_____	_____	_____