**Proposed Job Description**

**Head of Workforce Strategy**

**Job Description**

**Job Holder: TBA**

**Reports to: Operations Director**

**Grade: PM3**

**Safety Status: Safety Critical (Contingent Senior Conductor)**

**Date version agreed: TBA**

**1. Job Purpose**

To lead the Resource function of the Operations department to deliver train performance, service reliability and customer satisfaction. Support the Head of Drivers and Head of Senior Conductors when interfacing with ASLEF and RMT. Responsible for Resourcing of the train service with Drivers and Senior Conductor grades to meet train service requirements.

Create and own WMT’s workforce strategy, defining the scope of the strategy, to ensure that services and not cancelled due to the lack of a service-critical person. Ensure that agreements are used and processes put in place so that daily rostering of frontline staff is consistent, compliant, and efficient.

Principal accountability for the support to projects for new trains, infrastructure schemes and retro fit of existing fleets in terms of Driver and Senor Conductor operational suitability and planning.

**2. Key Accountabilities**

1. Lead the strategy for the business to develop and implement consistent work force plans across functions (Drivers, Senior Conductors) that quantify and deliver robust work force levels to meet current and future needs. Understand the requirements of key WMT / Abellio / external stakeholders for what is encompassed in and needs to be delivered by the workforce plan.
2. Develop forecasting tools, periodical A&U returns, and KPIs so that the costs and impact of recruitment, training, and vacancies are planned for all functions, and that workforce planning meets the needs of the Abellio group.
3. Establish and maintain effective communication channels between affected departments including the line management of those staff, Train Planning, Finance.
4. Manage own budget and influence the budgets for frontline roles to deliver cost efficiency.
5. Support and participate in negotiation with trade unions through input into changes that can deliver better performance from the workforce.
6. Support the implementation of new technology to deliver efficiencies in train planning, resourcing, and operation.
7. Responsibility for the IR risk to RMT, TSSA and ASLEF to adhere to resource agreements and ensuring error avoidance (systems and person error)
8. Responsible for the delivery and tracking of all traincrew for projects, engineering schemes or other
9. Responsible for Service recovery following disruption (other than control)

**3. Safety Details**

3.1 This role requires security clearance (e.g. running of special trains)

3.2 This role is required to hold relevant Track Safety Competence (PTS)

3.3 This is a Safety Critical Work Post

3.4 Responsible for implementing the ‘Hidden’ requirements and working time directive for all Traincrew grade

3.5 This role must have a clear knowledge and understanding of resource management of traincrew in line with law, legislation, regulation and best practice

3.6 Responsibility for fatigue management and associated risks

**4. Dimensions**

**A. Financial:**

This role is responsible for a Resource Team function budget of £4.32m

This role is responsible for the performance impact of on the day performance risk through resource errors

This role is responsible for the timely recovery of performance impact following major disruptions through DOM and DTCM grades and direct reports that are associated.

**B. Staff:**

**Directly Responsible**

* X1 Resource Strategy and Delivery Manager
* X2 Resource Delivery Managers (West Midland Railways and London Northwestern Railways)
* X7 Roster Clerks
* X23 DTCM’s
* X8 DOM’s
* X1 Traincrew Support Manager
* X1 Resource Administrator

**5. Context**

**A: Operating Environment:**

Leadership of all the activities associated with resource delivery of all traincrew (Driver and Senior Conductor) assets and risks associated with non-delivery through IR of resource management, system failures or competency issues.

**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:**

Head of Workforce Strategy

Resource Strategy and Delivery Manager

Resource Delivery Manager (WMR)

Resource Delivery Manager (LNR)

Train Crew Support Manager

Resource Administrator

7 x DTCM Bletchley

7 x DTCM New Street

8 x Duty Operation Managers

2 x Roster Clerk

6 x DTCM Worcester

3 x DTCM Crewe

5 x Roster Clerks

**6. Relationships**

**A: Reporting lines – Reports to Operations Director**

**7. Knowledge and Experience**

* Excellent knowledge of WMT operations and geography
* Knowledge of Driver and Senior Conductor terms and conditions
* Knowledge of safety and quality standards
* High level understanding of all resource disciplines, systems and processes
* Expert level knowledge of ASLEF/RMT/TSSA at every level and proven ability to deliver agreements whilst also mitigating business risk
* Excellent appreciation of budget control and impact of those budget through business cases, risk awareness and cost control

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

* Highly credible leader with a proven track record of performance managing 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.
* Excellent communicator with strong negotiation and influencing skills.
* Able to understand and absorb substantial amounts of information quickly and accurately and drive appropriate action to deliver realistic solutions.
* Well-developed written and verbal communications skills.
* Excellent people and team leadership skills gained in a senior management capacity

**9. Additional Information**

* (Experience of working in a highly unionised and/or operational environment. Thrives in complex and demanding situations. Can demonstrate a high level of personal resilience.
* Experience of deploying strategic priorities whilst maintaining performance delivery.
* Experience of managing diverse teams through change, developing talent and coaching others.
* Experience of managing a geographically dispersed team and able to work within virtual team environment.
* Experience of managing complex budgets.

**10. Sign off**

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

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