

Role Profile Design Template

Please refer to Role Profile Guidance at the **end of this document** for further support and guidance in completing the role profile.

1. Basic Details			
a. Job Title:	Fleet Contract Manager - Electrical Multiple Unit (EMU)	b. Department/ Team:	Fleet Commercial
c. Reports to Job title:	Head of Fleet Commercial	d. Location:	Birmingham / Milton Keynes
e. Grade*:	PM2 D L2	f. Safety Status*:	
2. Role Deliverables			
a. Job Purpose*: <i>A summary to explain what the role exists to achieve.</i>	To manage the Class 730 fleet and the maintainer to deliver clean, safe, reliable trains for passenger service to meet the needs of West Midland Trains (WMT).		
b. Main Responsibilities*: <i>The main areas in which the job must get results and the end results required. List in <u>priority</u> order.</i>	<ol style="list-style-type: none"> 1. Mobilise the Train Service Agreement (TSA) to cover WMT's obligations and ensuring that Alstom deliver their obligations. 2. Manage the day-to-day requirements of the TSA on behalf of WMT. 3. Manage contracts for third party stabling and servicing locations 4. Responsible for driving up performance and extracting the maximum value for money from the TSA contract within associated budgets. 5. Managing the safety obligations of WMT. 6. Authorising payments to the maintainer under the TSA. 7. Reviewing and arranging approval of any proposed variations to the TSA along with any business case justification for Exec approval. 8. Shall receive, on behalf of the WMT directions and instructions from the maintainer. 9. Provide reports to key stakeholders as required on safety/performance related incidents or deficiencies in fleet availability. 10. Working to ensure consistent application of procedures and financial controls and budgets, providing regular reports (KPI's) for onsite activities. 11. Ensuring that customer / supplier relations, communication and performance are maximised, both internally and externally, whilst ensuring the delivery of risks and opportunities to enhance WMT's financial position and positioning with the maintainer. 12. Key relationship management to ensure that other business groups such as Operational H&S reps, Full Time Trade Union officials are kept informed of changes, proposals and concerns. 		
c. Scope of Accountability*:	Under direction of Head of Fleet Commercial, the Fleet Contract Manager is responsible for day-to-day operation of the TSA. Close		

<p><i>The degree of autonomy given to the post-holder to take initiative, take independent actions. The level depends upon direction and guidance by policies, levels of supervision.</i></p>	<p>liaison with Operations and Control will be essential to ensure availability, performance and reliability targets are met. Any changes to the overall budget of the TSA are to be negotiated by the Fleet Contract Manager with the maintainer and agreed with the Head of Fleet Commercial along with any associated approvals required for the change.</p>
<h3>3. Role Dimensions</h3>	
<p>a. Direct Reports: <i>How many direct reports, their Job Title & grade?</i></p>	<p>Production Manager (Alstom), PM2</p>
<p>b. Resources*: <i>Help to describe the scale of the job. This may include direct budget/revenue responsibilities, data and records, size of projects, markets, products etc.</i></p>	<p>The Fleet Contract Manager will work within a defined budget of c.£58m per annum and undertake regular finance reviews with the WMT Finance department business partner to ensure costs are kept within budget. Through active engagement with other sectors of the business the Fleet Contract Manager will derive cost saving initiatives working within the bounds of the TSA contract to drive down operational costs whilst maintaining the required levels of availability, reliability and performance for the fleet.</p>
<p>c. Scope of Challenges*: <i>The level of thinking challenge to define and solve problems, guided by direction or compliance to regulations.</i></p>	<p>Working with other sectors of the business the Fleet Contract Manager will have an active role in being able to solve technical and operational constraints which may arise to provide the best result for the business.</p>
<p>d. Scope of Influence*: <i>Key internal & external stakeholders and the nature of the relationships.</i></p>	<p>Key relationships for the Fleet Contract Manager will be with the General Manager of the maintainer along with Fleet, IT, Control and Operations along with other key stakeholders within WMT. There will also be a requirement to interface with the WMT depot management teams, which covers Soho and Bletchley train maintenance depots, along with all other stabling locations. There will also be a requirement to ensure that WMT delivers its obligations in areas such as making units available for maintenance within the depot facility, provision of tyre turning, provision of cleaning and train presentation.</p>
<p>e. Scope of Risk: <i>This covers the control over level of threat, risk and harm.</i></p>	<p>The Fleet Contract Manager is responsible for the maintainer providing a safe, reliable fleet in line with the train service requirements of the business.</p>

4. Role Requirements	
<p>a. Essential Role requirements*: <i>This covers all technical, specialist, procedural, organisational knowledge and experience, qualifications. Consider how these are acquired and the level of competency required to perform the role effectively.</i></p>	<ul style="list-style-type: none"> • Substantial experience of project and operational management incorporating Best Practice, Total Quality Management, Continuous Improvement, Lean Management, preferably within the Rail Industry; • Proven Track Record in continuous improvement and cost down delivery; • Strong Project Management skills; • Strong Contract and Commercial knowledge, including experience in management and negotiation of large contracts; • Good communicator both through face to face discussions and presentations; • Excellent people management skills; • Proficient in the use of Microsoft software packages including Outlook, Excel and Word. • Proficient English language speaker
<p>b. Desirable Developments in role*: <i>List the knowledge, skills, experience, qualifications and competencies that are desirable or where an individual could develop in the role to become fully competent.</i></p>	<ul style="list-style-type: none"> • Technical knowledge of modern Electric Multiple Unit maintained fleet to build good working relationships with Alstom • Experience in QHSE site based requirements; • IOSH Managing Safely; • Six Sigma, 8D analysis and ISO 9001 processes; • Contract negotiation
5. Working Environment	
<p><i>This covers both people related behaviour, and environmental working conditions.</i></p>	<p>The role would be primarily office based in Birmingham with requirements to visit maintainer sites / offices, specific depots and station locations as required. In addition there would be 'on-call' requirements for the role which are undertaken on a rota basis with other members of the Fleet department.</p>

WMT is committed to ensuring fairness and equality of opportunity. Please ensure that the key skill requirements above can be measured /demonstrated and avoid listing personal attributes e.g. dynamic, enthusiastic, passionate etc, as these may isolate certain individuals. For further support please see additional line manager guidance below

Review

This statement will be reviewed annually.

Date Due:	Date Reviewed:	Post Holder Signature:	Line Manager Signature:
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Date issued: January 2021

Additional Role Profile Guidance

The Line Manager is responsible for owning and maintaining an accurate Role Profile to ensure the individual understands what is expected of them in their role and to support performance reviews and other processes such as Job Evaluation and Resourcing.

Please minimise the use of jargon and acronyms. Only include criteria which are relevant to the job. Only include skills, knowledge, abilities, and experience if they are directly relevant and be able to justify them. Too expansive or too limited criteria can broaden or restrict the application of pay and grading respectively or reduce the likelihood of certain groups applying for role when vacant.

Do not rely solely on a job's history or the role performed by the previous incumbent. Focus instead on what the job needs to be designed considering the business current needs and long-term objectives.

1e.	Include the grade if known. If submitting for Job Evaluation, leave blank and update when the process of grading is complete.
1f.	Include the safety status if known. If the role is new to the business, leave blank and update when determined by the Safety & Environment Team.
2a.	The job purpose should describe what fundamentally the role is required to do. Consider the roles overall unique contribution to the organisation what the role is there to do; and to achieve what? and what would not get done if the role did not exist. You should keep the description short, no more than a couple of sentences, and punchy. Stick to the facts.
2b.	This is where you describe the main responsibilities in which the job holder must get results in order to achieve the Job purpose. There should normally be no more than 10 statements, shown in priority order. Do not simply produce a list of tasks or duties, but the actions that must be taken in order to get results. The role holder should be able to read them and understand exactly what is expected of them.
2c.	Describing the scope of accountability helps to define further the scope of the role and the direction available. Consider where the role holder can make decisions, within agreed processes, and where they are free to make decisions to change processes. Consider to what extent decision making impacts theirs and other areas of the organisation.
3b.	The resources factor looks at responsibility for financial and non-financial resources. Make it clear what are direct responsibilities, which are likely to form part of the individuals' objectives which they are wholly responsible for delivering; and those which are indirect i.e. those which they contribute to the delivery of. You should also include scale of budgetary responsibility for the role.
3c.	The scope of challenges defines the complexity of problems and the extent to which the job requires analysing, evaluating, reasoning, and or drawing conclusions. Consider how much freedom to think the job holder will have, or if constrained by legislation, regulation or business policy.
3d.	Scope of influence helps to further describe the scale of the role. It is not necessary to list all stakeholders, however include those key relationships, and the role of the post holder in those

	<p>relationships i.e. to lead, to understand, to negotiate, to engage etc. Do not include the role holders management responsibilities to their direct reports or to their manager.</p>
4a.	<p>You should list in priority order that essential knowledge, skills, experience, qualifications & competencies required for a new entrant to the role. Think about why you require previous experience, and could this be acquired in alternative ways to vocational experience? Provide alternatives to length of years' experience to demonstrate the level of required e.g. "proven" for 1-2 years; "significant" for 3-5 years; and "extensive" for 5+ years.</p> <p>Clarify the actual tasks and responsibilities before you start thinking about what special attributes will be needed by the person who will be fulfilling those responsibilities.</p> <p>Railway specific competencies can be used to help define the requirements here where there are industry standard competency requirements.</p>
4b.	<p>In addition to that essential knowledge, skills etc. a new entrant would bring include those additional that an individual would have to gain in the role or develop further in order to carry out the role fully. Consider what areas of support you as a manager would provide. For example, this may include knowledge of specific railway processes or products, development of leadership skills, exposure to and development of specific relationships etc.</p>