

Management Job Description

Job Title:	Station Shift Manager	Location:	Network wide
Department:	Commercial	Reports to:	Area Station Manager
HR Contact:	HRBP (Commercial)	Financial Accountability:	None
People Responsibility:	Shift basis	Is this role safety critical?	No
Does the role have a dedicated deputy?	No	Name if Yes	N/A
Select the management level:	Frontline Manager		

1. CONTEXT OF THE ROLE:

PURPOSE OF THE JOB

The Station Shift Manager will be responsible for the safe and efficient performance of stations. Working in busy shift environments, in a support capacity to the Station & Area Manager, supporting stations operations and our staff. The Station Shift Manager will ensure that all aspects of the station environment is kept safe, secure and risk free. Ensure that all our customer's needs are exceeded.

JOB ACCOUNTABILITY

Station Shift Manager would be accountable for ensuring that the following is met on behalf of the relevant Station Manager:-

- Station standards including Curser, Retail Compliance, Audits, Assessments and Risk Assessments.
- All stations throughout the network are operational from start to end of service (e.g. out of hours rostering, service disruption, TVM maintenance etc)
- The safety of self, customers and colleagues and delivering a positive safety culture
- Manage any reactive staff issues accordingly and escalate to relevant Station Manager

2. ROLE ESSENTIALS

DECISION MAKING AUTHORITY

The post holder will be responsible for making reactive decisions in line with stations operation to ensure a high standard of service delivery

MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Balancing scheduled tasks again any reactive tasks that may occur on a day to day basis
- To meet the required concession requirements
- To ensure the safety and security of self, staff, and customers is embedded in all processes, procedures and day-to-day operations, relevant to all station management allowing for a safe and secure environment

PRINCIPLE ACCOUNTABILITIES

- On a shift basis, ensure that all environmental, facility and operational issues are managed to the required standards. This will include accident reporting and investigation, ticket issuing (STAR and TVMs) and other facility fault rectification, curser, risk assessments and information systems.
- Complete all accident reporting documentation and investigate accidents as required, providing a report with recommendations.
- Undertake internal control checks and other audits as required. Produce reports of results, with recommendations for improvement.
- Act as Person in Charge of service disruption/events, taking control of incidents and delivering a consistently high standard of response.
- Provide support in planning and delivery of Special Events, act as PIC as required
- Ensure all stations have the tools and equipment to undertake the range of tasks that they perform, including all consumables. Monitor usage as required
- Assist Station Manager to deliver staff briefings as and when required
- Liaise with SM/ASM as appropriate
- Undertake safety compliance, rules training, assessments and examinations for frontline staff as required
- Undertake workplace / station assessments as required ensuring all staff are competent within their role, making recommendations for improvement as appropriate.
- Ensure you and our frontline team are wearing full uniform and PPE (when required) and are delivering high levels of customer service in line with the business values and behaviours.
- First Line On Call and out of hours rostering as required

KEY SAFETY ACCOUNTABILITY

Safety is everyone's responsibility within Merseyrail. You're responsible for your safety and the safety of others such as colleague's and passengers. As an employee you're expected to understand and apply our safety values and ensure they are visible in all you do.

1. Take overall responsibility and lead by example to ensure the health, safety and welfare of yourself, colleagues, contractors, customers or general public through
2. Ensure you are fully familiar any processes, procedures or any updated publications which are relevant to or impact upon your role and or role of responsibility
3. Responsible for Safety, Fire, Fire Prevention and security in your area and ensure you work together with Safety and Security departments, H&S Reps and frontline staff

4. Proactively lead new Safety initiatives to support accident prevention and reduction
5. Ensure that you and the staff you have responsibility for comply with the Health and Safety at Work Act 1974, all associated industry standards, current Safety Environmental and Security legislation and procedures.
6. Challenge work procedures, conditions of work/location, condition of equipment and the behaviour of people in an appropriate manner ensuring absolute safety at all times and take immediate action if you are aware of areas where the required safety standards are not being met
7. You must ensure that, where appropriate, competencies required by employees under your responsibility and those of yourself are provided and maintained accordingly
8. You must ensure that you and all employees under your responsibility meet the required standard for the company alcohol and drugs policy.

EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

- Ability to communicate information to customers and colleagues in a professional manner
- Ability to meet shift-working requirements, including Sunday working
- Ability to attain the appropriate competence standards aligned with the role
- Excellent problem solving skills
- Excellent communication skills and interpersonal skills
- The ability to work proactively and unsupervised
- Self-motivated with high energy and a can do mentality
- A good understanding of time management and planning
- Willingness to roll sleeves up and get involved in day to day operations
- Company safety policy, procedures and safety legislation including appropriate rules and regulations
- The ability to be flexible, decisive and quick-thinking
- The ability to handle difficult situations in a patient, calm and effective way, particularly during service disruption
- Good standard of numeracy and literacy
- General knowledge of computer software e.g. excel, word and powerpoint
- General understanding of Health & Safety at Work Act 1974, Management of Health & Safety at Work Regs 1999, COSHH Regs 2002
- IOSH Qualification

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- A1 Assessor qualified

3. BEHAVIOUR ESSENTIALS

Please refer to “Your PDR Discussion Employee Guide” for further detail on “what good looks like” for this Grade level.

Values and Behaviours	How will I be measured?
GENUINE <ul style="list-style-type: none"> • Welcoming • Build trust and respect • Consistent and honest • Understands the customer • Respectful • Straight forward 	<ul style="list-style-type: none"> • Shows a sincere and active interest in colleagues, customers and business initiatives • Has an awareness of any issues, concerns and challenges facing Merseyrail and our customers relating to the environment and community. • Adopts leadership style appropriate to situation (e.g. challenge, tell, sell, participate, delegate etc.) • Is able to identify and deal with conflict efficiently to ensure continuous development • Shows a genuine active interest in resolving customer queries/issues • Seeks to meet the needs of the customer – takes responsibility • Is open-minded and flexible. Tries to see things from other peoples point of view • Has the ability to use common sense when applying procedures • Delivers a clear, consistent, unambiguous message focusing on key issues
PROFESSIONAL <ul style="list-style-type: none"> • Solution orientated • Accountable • Delivering to promises • Make things hassle free 	<ul style="list-style-type: none"> • Has an awareness of the strategy for their area of the business – has a clear purpose • Works to get the job finished to the required standards and shows a commitment to getting it ‘right first time’ • Takes ownership of problems until they are resolved • Has a detailed awareness of company and other relevant standards and procedures relevant to own area

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PROACTIVE <ul style="list-style-type: none">• Innovative• Trust our people to deliver• Embrace change• Decisive		<ul style="list-style-type: none">• Is aware of the projected direction of the industry and its potential impact on internal strategies and plans• Proactively takes on new responsibilities which contribute to the delivery of key targets• Celebrates team success and encourages continued application and effort• Involves team in decision making process• Is aware of how external influences might impact on the business• Evaluates and assesses team activities to take into account ever hanging business needs and/or focus• Picks up problems and deals with them, without unnecessarily passing them upwards• Tackles counter arguments through thorough preparation and anticipation. Uses hard facts to ensure the message is heard and understood	
INCLUSIVE <ul style="list-style-type: none">• Connected thinking• Stakeholder management• Promoting diversity• Enabling our people to excel		<ul style="list-style-type: none">• Understands the formal structure and standard operating procedures within the organisation, networks and partnerships• Maintains on-going communication with all relevant parties• Makes informal contacts with others in the course of work related issues• Keeps in contact; seeks to strengthen the relationship at every opportunity• Shapes communication style and behaviour to meet the needs of different audiences• Provides support without removing responsibility• Embraces difference and recognises its value to the business	
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