

Job Specification

JOB TITLE: **Head of Commonwealth Games**

Reports to: **Customer Experience Director - WMR**

Grade: **PM3**

Safety Status: **Non-Safety Critical**

Date version agreed: **May 2021**

1. Job Purpose

To be principal sponsor for the development and effective delivery of West Midlands Trains (WMT) business strategy and operational planning for the XXII Commonwealth Games, the largest multi-sport event to be held in England in 10 years.

Work closely with Birmingham Organising Committee for the 2022 Commonwealth Games Ltd as the Organising Committee ('OC'), Transport for West Midlands (TfWM) and other external third parties such as Network Rail and WMRE and internal stakeholders, in the developments (and delivery) of proposals and initiatives specific to Games Strategic Transport Plan.

Pro-actively aid the business to deliver overall success of rail transport support during the event, ensuring that all those involved in competing, watching, administering, and reporting are transported in a safe and efficient manner, whilst minimising any disruption to current users of the region's transport network.

2. Safety Detail's

A; This role requires security clearance (for e.g. running of special trains)	NO
B; This role is required to hold relevant Track Safety Competence (PTS)	NO
C; This is a Safety Critical Work Post	NO
D; This is a 'Key Safety Post'	NO
E; Reference to this post is included in the Company Safety Certification documents	NO
F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	TBC
G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

3. Dimensions

A. Financial: **Contract management and oversee budget as appropriate**

B. Staff: **tbc**

4. Principal Accountabilities

- Provide inspirational leadership, clear vision, through co-ordination and direction to the business to fulfil WMT requirements for the XXII Commonwealth Games.
 - To develop a WMT business plan to strategically prepare and deliver WMTs objectives for successful contribution to the Games Strategic Transport Plan.
 - Prepare and submit proposals, feasibility studies and business cases to the Executive team to assess the Games requirements, desired outcomes and risk impact against passenger experience, operations, and/or cost, providing resolution of specific challenges.
 - Act as lead for all Commonwealth Games business planning work, with a co-ordinated approach to existing transport improvements and planning in readiness for the event to successfully deliver capacity and connectivity, station upgrades and brand new stations.
 - Through effective influencing of key stakeholders, particularly TfWM and Network Rail, be able to demonstrate the needs and opinions of WMT to be taken into early consideration on key decisions so that optimum outcomes are delivered as far as reasonably possible.
 - Monitor programme changes to ensure they are controlled, and risks and issues are identified and proactively managed, including timely escalation for senior management attention as required.
 - Ensure where reasonably practicable, that all key projects lead by this role, are managed and delivered to agreed timescales, cost, quality and that where this is not met owing to issues outside of our control that we mitigate and reduce risk to the business.
 - Support the Customer Experience Director and Finance Director as the principal point of contact for all Commonwealth Games business planning work.
 - As part of preparations for the Games, ensure exercises will be carried out to test that the systems and structures work safely and effectively, updating arrangements appropriately.
 - Ensure services required for the Games are designed and developed to assist travellers with access needs, according to best practice inclusive design principles and standards, and in consultation and partnership with internal and third party equality and disability groups.
 - Work closely with West Midlands Police and other Birmingham 2022 Partners in the development of the overarching security strategy, for the provision of transport services that will be safe and secure, with consistent and reliable journey times on an efficient, resilient network.
 - Lead on passenger experience across the entire network during the event, identifying requirements for enhanced passenger information and accessibility standards, potential for providing extra temporary capacity and connectivity to accommodate the increase in passenger numbers during the Games, updating arrangements appropriately.
 - Ensure any improvements to infrastructure, extra capacity and additional connectivity introduced will benefit the local region long after the closing ceremony of the Games, as sustainable travel options.
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6. Relationships

A: Reporting lines – Reports to Customer Experience Director - WMR

7. Knowledge and Experience

- Educated to bachelor's degree or equivalent level in business, events, rail management or related field.
- Exceptional levels of building of strong working relationships within and outside the company, particularly at peer group level and communicating constructively in a clear and concise manner. Has the ability to persuade and inspire others
- Experience of turning strategic concepts into practical solutions. Proven ability to make rational, realistic and sound decisions based on good analysis of the full facts and consideration of the different options and outcomes
- Ability to respond to a wide range of complex and conflicting interests and to communicate effectively with key stakeholders in their resolution
- Deep understanding of the mechanics of railway franchising and rail industry commercial frameworks.
- Experience sponsorship and business lead for £multi-million major projects
- Strong influencing and negotiation skills for both public and private sector organisations
- Significant experience of negotiations with Government and public bodies
- Experience of consultation with customers and stakeholders

This is a fixed term contract, until 31 August 2022