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**Job Holder:** Operations Standards Manager  
**Reports to:** Head of Operations Standards  
**Grade:** PM2d  
**Safety Status:** Non-Safety Critical  
**Date version agreed:** 01/06/2022

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## 1. Job Purpose

Ensure that West Midlands Trains has robust strategies, procedures and standards to undertake operational activities safely, effectively and in accordance with legal and industry requirements.

Lead the development of working instructions and standards development and manage the WMT operating standards and publications such as the train driving policy, company instructions, PTS handbook, route guides, et al.

Provide competent advice and assistance on operational safety to all parts of the business. Ensure compliance with internal Standards, Safety Critical Work Regulations, Railway Operational Standards and other railway legislation associated with train operations and safety critical activities.

## 2. Safety Details

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|--|----------|
| <b>A.</b> This job requires <b>Security Clearance</b> (e.g. Running of Special Trains)   | <b>N</b> |
| <b>B.</b> The job holder is required to hold a relevant <b>Track Safety</b> competence (e.g. PTS)  | <b>Y</b> |
| <b>C.</b> This is a <b>Safety Critical Work Post</b>   | <b>N</b> |
| <b>D.</b> This is a Key Safety Post  | <b>N</b> |
| <b>E.</b> Reference to this job is included in West Midland Trains <b>Safety Certification</b> documents                                   | <b>Y</b> |
| <b>F.</b> This job <b>Manages Employees</b> (undertakes specific tasks indicated in the occupational & operational standards manuals)      | <b>N</b> |
| <b>G.</b> This job <b>Manages Locations</b> (undertakes specific tasks as indicated in the occupational and operational standards manuals) | <b>N</b> |

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### 3. Dimensions

#### A. Financial:

None

#### B. Staff:

None directly responsible

#### C: Others:

N/A

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### 4. Principal Accountabilities

- Ensure the development and maintenance of effective, compliant and business-integrated safety and operational management systems.
  - Prepare company procedures in response to Railway Standards.
  - Initiate briefing and training programmes for any new standards as required.
  - Ensure compliance with internal standards and railway legislation associated with safety critical areas.
  - Reduce operational incidents and accidents by preparing strategies based on lessons learned & industry good practice.
  - Organise the competence management system for safety critical staff
  - Ensure the development and quality assurance of operational assessors
  - Carry out quantitative risk assessments as necessary
  - Maintain up to date knowledge of legislation and industry changes affecting operational and driving standards
  - Any other duties commensurate with the grade and post as required.
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## 5. Context

### **A: Operating Environment:**

Manage competence and compliance within a defined area

Working with extended staff groups to develop and influence others

Provide support and instruction where required

### **B: Framework and Boundaries:**

Operational safety standards

Occupational safety standards

HR policies, procedures and employment law

Compliance with internal and external quality management targets

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## 6. Relationships

### **A: Reporting lines**

Reports to Head of Operations Standards

Working in a small team of operations professionals

No direct reports

### **B: Other Contacts:**

West Midlands Trains operations team

West Midlands Trains safety team

Other West Midlands Trains staff at all levels

## **C: Outside the Company:**

Network Rail

Health & Safety Executive

Rail Safety and Standards Board

Rail Accident and Investigation Branch

Office of Rail & Road

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## **7. Knowledge and Experience**

A minimum of 5 years in a rail operations environment

A minimum of 3 years train driving experience

Experience of carrying out accident/incident investigation would be an advantage

Knowledge of office software including Word, Excel and Outlook

Experience of carrying out quantitative risk assessments

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

Development of operational safety processes

Maintain current with industry best practice

Ensure compliance with management safety system

Develop and influence others in the area of operational safety and compliance

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## **9. Additional Information**

Not Applicable

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## 10. Sign off

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

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

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### Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of Nominated Deputy:**

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**Name of Nominated Deputy:**

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**Signature of Nominated Deputy:**

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**Date:**

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As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.