

Job Description

Job Holder: Conductor Manager
Reports to: Area Passenger Services Manager
Grade: Conductor Manager
Safety Status: Safety Critical
Date version agreed: May 2015

1. Job Purpose

- To lead Senior Conductors in ensuring operational safety, contribute to improving train performance and to achieve revenue and customer satisfaction targets in support of the overall service delivery plan.

2. Safety Details

- A.** This job requires **Security Clearance** (e.g. Running of Special Trains) NO
- B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) YES
- C.** This is a **Safety Critical Work Post** YES
- D.** This is a **Key Safety Post** NO
- E.** Reference to this job is included in West Midlands Train's **Safety Certification** documents NO
- F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) NO
- G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) NO

3. Dimensions

- A. Financial:** Required to operate within a financial budget
- B. Staff:** Direct line manager responsibility for a team of Senior Conductors
- C. Others:** TBC

Job Description

4. Principle Accountabilities

- Provide leadership, motivation, assistance and support to Senior Conductors within their team.
- Carry out regular performance review sessions with direct reports, actively coaching team members to achieve their potential.
- Proactively monitor team members' on-going development, provide guidance and address individual performance
- Initiate and co-ordinate team briefings that provide an opportunity for two way communication to ensure Senior Conductors are aware of key performance targets, progress against them and current Company information
- Support the Operational Manager in the deployment of key employee engagement initiatives
- Liaise with other functions to ensure adequate support for Senior Conductors within the team (e.g. HR support, uniform/equipment required for role etc.),
- Maximise Senior Conductor resources by effectively managing the team through consistent application of management policies & processes (e.g. management of attendance, welfare and counselling issues, formal discipline and grievance cases)
- Actively monitor train service performance, investigate delays that are attributed to Senior Conductors, identify root causes and feedback outcomes to Operations Manager
- Customer satisfaction – assist in the development and implementation of plans to ensure Senior Conductors attain company customer satisfaction measures.
- Revenue protection - assist in the identification of areas where additional revenue protection support is required and provide feedback as appropriate to ensure Senior Conductors maximise revenue collection and generation.
- Cash regulations - ensure the security of monies collected through adherence to cash regulations and internal control procedures.
- Revenue audit - discharge and maintain the company's audit regime for Avantix ticket sale equipment
- Manage all aspects of safety compliance through:
 - competence assessment and certification of fellow Senior Conductors;
 - depot checks, implementation of control measures to contain risks, management of safety standards, maintenance of safety publications and maintenance of safety notice cases.
- Deal with occupational accidents and operational incidents - investigations and reporting of accidents/incidents, including making recommendations and follow-up of recommendations, and the application of prevention/mitigation policies.
- Special duties as required - VIP escort duties, other investigations, e.g., attendance at incident investigations that are led internally by another function or externally by another industry party, e.g., Network Rail, and non-safety related investigations, e.g. Train performance,
- Provide support to other projects, e.g., introduction of new trains, development of new standards, etc.
- On Call responsibility.
- Assist as required in the recruitment, selection and training of new Senior Conductors.
- Any other duties commensurate with the grade and post and as required

Job Description

5. Context

A: Operating Environment:

Management of a defined group of Senior Conductors who are part of a large depot based complement of Senior Conductors. The maintenance of train working competence and delivery of customer service obligations on train are primary responsibilities, as well as ensuring the health and welfare of all employees in the defined group. The efficient management of individuals is through these posts, e.g., absence management. Franchise obligations are based around such delivery.

B: Framework and Boundaries:

The nature of the collective agreement 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:

Please see organisation chart(s) at the end of the document.

Direct reports – a defined group of Senior Conductors

(Attach a copy of the current organisation chart on the landscape page at the end of this document for each subordinate who reports directly to the job holder. Outline the area of responsibility of each direct report below)

6. Relationships

A: Reporting lines

One-to-one relationship with individual Senior Conductors for whom the Senior Conductor Manager has full responsibility for all aspects of his/her work and welfare.

Line Manager(s): Strong relationship with the Operations Manager, with whom regular team meetings, one-to-one discussions, performance reviews and depot progress discussions take place.

B: Other Contacts:

Within the Company: Other Senior Conductor Managers and Driver Managers at own and other Depots, Fleet Managers, key operations managers in Planning and Control, Operations Standards Specialists, Trade Union representatives.

Outside the Company:

The paying customer; NR operations managers (LOMs/ MOMs); Station Managers; British Transport Police.

Job Description

7. Knowledge and Experience

Knowledge

- Thorough knowledge of rules and regulations relating to the working of trains
- Knowledge of Conductor terms and conditions
- Knowledge of West Midlands Trains operations and geography
- Knowledge of safety and quality standards
- Knowledge of Ticketing and Retail Systems

Skills

- Excellent Team Leader with the ability to motivate and coach team members
- Good communication skills (including written and oral)
- Self motivated and able to work on own initiative
- Ability to interpret data and technical information and explain what it means to others
- Confident when dealing with difficult situations. Shows a high level of personal resilience.
- Customer focused approach to problem solving
- Computer literate

Experience

- Experience of managing others
- Previous experience of working in a rail operational and customer service environment
- Able to cover on call commitments and competent to act as TOLO at the site of incidents if required

8. Job Challenge(s):

Delivery of high standards of customer service through the workforce, in a very challenging operational environment, is the key challenge.

9. Additional Information

- West Midland Trains Induction programme attendance
- Successful completion of Customer Care training
- Successful completion of Personal Track Safety training
- Successful completion of Rules & Regulations training
- Successful completion of Fire Safety training
- TOLO
- Investigation training

10. Sign off

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

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

Job Description

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:

Name of Nominated Deputy:

Signature of Nominated Deputy:

Date:

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.

Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;

Job Description

5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:
E.g. Sustainability Action Group, SEMG

List meetings here

 None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

2. Employee training

- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

3. Planned Inspections

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

4. Accident and incident investigation

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

5. Emergency planning and Security

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
- c.
- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

Job Description

6. Rules Competencies, Permits and Licences

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

7. Communications

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

8. Auditing and safety Check

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.

Job Description

- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Review

This statement will be reviewed annually.

Date Due: Date Reviewed : Post Holder Signature: Line Manager Signature:

.....

Job Description
