

### **JOB DESCRIPTION INCORPORATING SAFETY RESPONSIBILITIES**

Job Title	Driver Manager Northern/Wirral
Occupant	
Function and Business Group	Operations
Location	Kirkdale/ Birkenhead TCD
Grade	
Reports to	Operations Manager
Deputy to this role	Guards Manager
Safety Critical	Yes / No

### **PURPOSE OF JOB**

Primarily responsible for the day to day management of all Merseyrail Northern Lines Traincrew to ensure effective, economical allocation of resources. To deliver the performance and reliability targets specified within the Concession Agreement in respect of Traincrew attributable delays. To ensure that all Northern line traincrew are competent to undertake their job responsibilities in accordance with defined competence standards and deliver high standards of operational safety and customer service provision.

To support the General Manager Trains in the deliver of high levels of staff engagement within the Trains organisation.

### **KEY ACCOUNTABILITIES**

1. The post holder is responsible to his/her manager for the health, safety and welfare of himself/herself, colleagues, contractors, customers or general public through any deficiencies of the required standard of the post holder.
2. The post holder must take measures to ensure that he/she fully understands any references in publications issued to or to which access or extracts are provided which relates to their particular tasks or responsibilities.
3. The post holder must fully report all accidents currently to his/her Manager and complete all necessary related documentation.
4. The post holder must attend safety briefings and raise any concerns about safety standards.

5. The Post holder should make him/herself aware of the names of those trained in First Aid. Local arrangements are detailed in the Local Safety Policy Statement and are exhibited on Company notice boards.

6. The post holder has a responsibility for fire, fire prevention and security by making him/herself aware of any evacuation plan and reporting suspicious objects to his/her manager.

7. In respect of the Northern line, ensure train operations are undertaken safely in accordance with Rules, Regulations, Railway Group Standards and company procedures ensuring all operational incidents are managed effectively

- SOP
- a) Zero non compliance in operational safety management identified through audit.
  - b) Safety KPIs show that Safety Case targets are being met.
  - c) Following any safety of the line incidents, documented recommendations exist and actions tracked.
  - d) Depot audit results achieve compliance levels of > 90%.

8. Manage and ensure that all Northern Line Inspectorate/supervisory/traincrew and shunting staff are fully competent to undertake their full range of duties as defined in MEs' Competence Management Process through compliance with Company Standards.

- SOP
- a) All identified staff are assessed in accordance with Company Procedures.
  - b) Training and assessment requirements are identified and delivered in accordance with Company procedures.
  - c) Evidence exists that the traincrew competence assessment process is monitored by the post holder and the post holders' individual competency is maintained.
  - d) Documentation to support competence attainment is collated and subject to internal / external audit.
  - e) Satisfactory performance achieved in the area of Competence Management for Northern Line operational staff.
  - f) Internal verification is carried out in accordance with Company Instructions.

9. Assist the General Manager Trains in ensuring that all Safety of the Line incidents are correctly and rigorously investigated and all necessary supporting documents are collated.

- SOP
- a) Reporting documentation submitted within agreed timescales.

10. Manage the delivery of train service performance on the Northern line through the identification and management of train crew related delays.

- SOP
- a) Northern train crew delay minutes remain within budgeted targets.
  - b) Evidence exists that all train crew related delays are collated, identified, analyzed and appropriate action taken.
  - c) Evidence exists of liaison with fleet organisation to identify/address operations/fleet interface issues.

11. Ensure the delivery of train service performance on the Northern line through the provision of train crew resources to meet the Train Plan.

- SOP
- a) The headcount meets budget and forecast levels.
  - b) A robust traincrew resource plan is maintained for review by the General Manager Trains ensuring train crew actuals meets complement target.
  - c) All recruitment is carried out as required by MPH ME/H/028.

12. Ensure train crew conditions of service and associated local agreements are applied correctly and that any changes are robustly validated prior to implementation.
- SOP a) No major concerns or I.R. issues relating to the application of conditions of service. Regular local level meeting are convened and managed in accordance with Procedure Agreements. No changes to conditions of service have been implemented without prior approval.
13. Ensure that the managerial responsibilities for Kirkdale and Southport Depots are carried out including:-
- a) Statutory inspections, accident investigation and Company Safety tours/audits are carried out.
- b) Accident Reporting is carried out in accordance with Company Standards.
- c) Control of contractors, the public and the environment.
- SOP a) 100% of inspections completed within relevant timescales.
- b) All identified deficiencies are identified and progressed to rectification.
- c) 100% of completion of accident forms completed within relevant timescales.
- d) Evidence exists that any remedial actions identified on accident forms have been progressed as appropriate.
- e) Zero non-compliance with the management of contractors at Kirkdale and Southport Traincrew Depots.
14. To act as Local Fire Premises Manager for Kirkdale and Southport Depots.
- SOP a) Fire inspections are carried out within the prescribed timescales.
- b) No areas of concern attributable to the Local Fire Premises Manager.
15. Identify and prepare local briefing information for depot management staff at Kirkdale and Southport ensuring that all staff are briefed in accordance with company procedures and auditable records are maintained.
- SOP a) 100% of Direct Reports are briefed every 4 weeks.
- b) 100% of Traincrew are briefed every 8 weeks.
- c) Evidence exists of local briefing information identified and prepared by the post holder at a frequency of no less than 8 weekly.
- d) Record of briefing are maintained and available for audit within 7 days of the end of each agreed briefing period.
16. Ensure all welfare matters for Northern Line staff within the Trains organisation are dealt with to a satisfactory conclusion.
- SOP
- STS - initial contact made no later than the first 48 hours of absence.
  - LTS - five weeks and over - contact should be made at least once every four weeks and a record of visits forwarded to the Human Resources Manager.
  - COCAS - immediate contact with an employee following an incident and an offer of debriefing as per ME/H/001.
17. Ensure efficient and correct administration at Kirkdale and Southport depots in respect of:-
- a) Disciplinary matters
- b) Sickness absence

- c) Internal control regulations
  - d) Record keeping
  - e) Grievance issues
- SOP
- a) Informal discipline concluded within 7 days of incident. Formal discipline concluded within 21 days of incident.
  - b) Short-term sickness is controlled through the correct application of the procedures.
  - c) 100% compliance with specified timescales.
  - d) No major IR issues relating to compliance with Company procedures associated with the administration of disciplines, grievances and local level meetings etc.
  - e) Grievance claims are concluded at Stage 1 and 2 within the timescales outlined in the Company procedures.
18. Ensure that business objectives associated with the delivery of a high level of staff engagement for operational employees is attained at all Northern line depots
- SOP
- a) Increased levels of management visibility is delivered on Northern line.
  - b) Increased levels of Northern line response to ES survey and associated increase in engagement scores are attained.
  - c) Attributable ES action plans are delivered within agreed timescales.
19. Support the GMT in the development and delivery of management appraisals for all direct reports to identify skills gaps and associated delivery of development needs.
- SOP
- a) All direct reports receive management appraisals with documented timescales.
  - b) Development action plans are implemented and delivered within agreed timescales.
20. Ensure that customer service training and associated standards for Northern line train crew are established and maintained to deliver high levels of customer service on train.
- SOP
- a) All Northern line guards are provided with on going training and support to deliver defined customer service standards.
  - b) Evidence exists of robust monitoring arrangements are in place to ensure high levels of in train presence and customer service delivery by Northern line train crew.
  - c) Evidence exists to demonstrate all non compliance with delivery of customer service standards are appropriately managed.
21. To deputise for the General Manager Trains as requested.
- SOP
- a) Evidence exists of completion of GMT tasks as allocated.
  - b) No deficiencies identified whilst undertaking GMT duties.
  - c) Evidence exists of handover to GMT following deputizing period.

### **KEY SAFETY ACCOUNTABILITIES**

***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. Before you lift a load assess it and your capability to move it.

2. Do not repair, adjust or alter any work equipment unless you are authorised and competent to do so.
3. Always use PPE as required.
4. You are responsible for your safety and the safety of others such as colleagues, passengers etc.
5. Always make sure you have assessed the risks and that you the work in a manner that does not expose you to hazards.
6. Always report accidents, incidents and near misses.
7. You should always obey rules, signs and instructions.
8. Keep your working environment clean, tidy and hazard free.
9. Use the correct tools and equipment for the job, do not use defective equipment.
10. If you can improve the safety of yourself or other, TELL US

### Specific Safety Responsibilities

#### Management

Ensure that you and the staff you have responsibility for comply with the Health and Safety at Work Act 1974, all associated Railway Group Standards, current Safety Environmental and Security legislation and procedures,

You must take immediate action if you are aware of areas where the required safety standards are not being met.

Always challenge work procedures, conditions of work/location, condition of equipment and the behaviours of people to ensure absolute safety at all times.

You must ensure that, where appropriate, competencies required by employees under your responsibility and those of yourself are provided and maintained accordingly.

You must ensure that you and all employees under your responsibility meet the required standard for the company alcohol and drugs policy.

### **EXPERIENCE, SPECIFIC KNOWLEDGE AND QUALIFICATIONS REQUIRED**

Competent in the driving of ME traction units In accordance with CSM/3.2. Knowledge of relevant Company Safety Manual procedures. Proven interpersonal skills and sound knowledge of train crew conditions of service and operating practices. Able to demonstrate a high level of operational competence. Full understanding of Merseyrail recruitment and selection procedures as well as MA and disciplinary procedures.

Competency must be demonstrated in: -

- Rules and Regulations Category B
- Personal Track Safety (including electrified line safety)
- A1 Vocational Assessor
- V1 Internal Verification
- CSM/3.2-Driving Standards
- CSM/3.17 – Guards Competence Management
- Accident Incident Investigation
- Signal Sighting
- Train Operator Liaison Officer

- IOSH Managing Safety
- NEBOSH
- Fire Safety
- Company Safety Policy and Procedures

#### **GENERAL KNOWLEDGE / UNDERSTANDING OF**

**TBC**

#### **RESOURCE RESPONSIBILITIES (Management roles only)**

##### **People**

Outline the number and grade of employees within the area of influence – direct and indirect

##### **Financial**

Outline the direct and indirect financial implications for decision making authority

#### **KEY STAKEHOLDERS (Management roles only)**

**TBC**

#### **SAFETY DOCUMENTATION TO BE ISSUED ON A PERSONAL BASIS**

**TBC**

#### **PROTECTIVE CLOTHING, SAFETY APPLIANCES AND EQUIPMENT ISSUED ON A PERSONAL BASIS**

**TBC**