

Job description

Post Details	
Job title:	Safety, Environment, Quality & Wellbeing Advisor
Department / Location:	Business Support – Remote with UK-wide travel
Reports to:	UK Safety, Security & Sustainability Manager
Main purpose of the role:	<p>Support the ongoing delivery of Safety within the Transport UK Rail Replacement & Taxi operations across the UK to deliver a safe working environment for our people and customers.</p> <p>Act as the lead advisor for Transport UK Rail Replacement on operational Safety & Sustainability matters.</p> <p>Champion and improve the ISO-accredited Transport UK Rail Replacement & Taxi Management Systems.</p>

1. Dimensions of role

Post dimensions	Insert dimension of role
Financial/budget accountabilities:	Ensure profitability of the wider Transport UK Rail Replacement Business in line with the margins and spending targets set by the Head of Rail Replacement.
Colleague responsibilities:	None
Any other statistical data:	Support the delivery of TUKRR's Safety, Quality & Sustainability KPIs.
Line Report:	UK Safety, Security & Sustainability Manager

2. Key accountabilities/responsibilities

Number	Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken.
1	<p>Safety Management System</p> <p>Drive a positive safety culture forward across our operational teams, our support teams, our 3rd party vehicle suppliers and zero-hour Rail Replacement Coordination Team.</p> <p>Support the maintenance and ongoing improvement of the Safety Management System as a live series of documents to ensure standards, policies, processes and procedures reflect the operational environment, Industry Best Practice and new legislation.</p> <p>Provide input and support delivery of a communication plan to ensure a fundamental understanding of the Safety Management System is embedded across frontline teams, regional, and senior management within the UK.</p>
2	<p>Health and Safety Compliance/Improvement</p> <p>Work in partnership with Health & Safety Managers across the TUK Group of companies to ensure that you understand, interpret and implement Health & Safety Legislation through our policies and working processes.</p> <p>Ensure our Safety Management Systems translates legislative requirements and industry best practice into clear obligations on our managers, colleague and suppliers so they understand and can implement/monitor/demonstrate these requirements.</p>

	<p>Act as the primary point of contact for all TOCs on matters of Safety, working collaboratively with these clients to develop and enhance working relationships.</p> <p>Collaborate with supporting HR services to develop and deliver a programme of health & wellbeing events, information, and processes that will support the health & wellbeing of our people.</p> <p>Support the delivery of an annual Safety Improvement Plan to ensure TUKRR and Taxi businesses across the UK are participating in improving health & safety performance within the organisation.</p> <p>Undertake regular Legal Compliance, Regional Safety Compliance, and Environmental audits as directed by the UK Safety, Security & Sustainability Manager to ensure any non-conformities are identified, with recommendations created to action improvement.</p> <p>Perform a series of management system audits to support the ongoing accreditation of ISO45001, ISO 9001, ISO14001 and ISO22301, as directed by the UK Safety, Security & Sustainability Manager, and Head of Business Improvement.</p> <p>Undertake, and review, risk assessments within operational locations as directed by the UK Safety, Security & Sustainability Manager.</p> <p>Support the delivery of TUKRR's Leadership Safety Engagement Tour programme by visiting operational locations and upskill other members of the SMT by undertaking collaborative site tours.</p>
3	<p>Training and Briefing</p> <p>Support the development of the Safety & Environmental Training Matrix by monitoring compliance and identify training gaps via our Learning Management Systems.</p> <p>Work collaboratively with HR support services to construct suitable training materials based upon content from Barbour, TUKRR Management Systems and own professional expertise for delivery on TUKRR's e-learning platform.</p> <p>Work with the Coordination management team and regional Contract Managers to improve upon existing safety training processes and ensure there is documented evidence of training and briefing for all employees as per Management System processes.</p> <p>Construct regular 8-weekly Safety Briefings as per Management System processes and ensure these are communicated to all employees.</p> <p>Advise and propose internal/external Safety & Environmental Training Programmes for ARR & TC to ensure the business fulfils its legal obligations and accredited commitments.</p>
4	<p>ISO Accreditation and retention</p> <p>Work in collaboration with the Head of Business Improvement to manage the ISO 22301 project plan - obtain ISO 22301 accreditation for the TUK business across the UK.</p> <p>Attend and lead external ISO-accreditation audits when the UK Safety, Security & Sustainability Manager is unavailable, planned in advance, and with support from regional Contract Managers.</p> <p>Support delivery of the ISO 14001 workstream and obtain ISO 14001 accreditation for the TUK business across the UK, as directed by the UK Safety, Security & Sustainability Manager.</p> <p>Provide support to the Head of Business Improvement to ensure the continued development of ISO 9001 within the organisation, and work collaboratively to integrate all ISO systems into a comprehensive management system.</p>
5	<p>Environment & Sustainability</p> <p>Work collaboratively with the Solvd. business to ensure all environmental data streams are captured, evidenced, and updated on a periodic basis.</p> <p>Work collaboratively with Building Managers in shared commercial properties to ensure environmental data streams are captured, evidenced and updated on a periodic basis.</p> <p>Undertake regular Environmental Management audits against ISO 14001 criteria.</p>

	<p>Work collaboratively with Rail Replacement suppliers within the supply chain to share environmental data and satisfy their environmental data requirements.</p> <p>Support delivery of an annual Environmental Improvement Plan to ensure the Rail Replacement and Taxi businesses across the UK are participating in reducing the organisation's environmental footprint.</p> <p>Establish and develop strong working relationships with London Bus, TUK Group, and other TUK train operators in order to contribute to wider Sustainability KPIs through the supply chain.</p> <p>Provide advice and guidance to the business on legislation related to Environmental Management and propose remedial actions where non-conformance to legal obligations is identified.</p> <p>Support delivery of a programme of Environmental Management audits to identify non-conformities where they are observed.</p>
6	<p>Reporting, Monitoring & Investigation</p> <p>Produce the Safety, Quality & Sustainability Performance Report for Rail Replacement & Taxis on a periodic basis.</p> <p>Make continual improvements to the Safety, Quality & Sustainability Performance Report, including the use of visual indicators to highlight trends and ongoing monitoring of performance.</p> <p>Ensure incident files are managed, saved and updated on a daily basis.</p> <p>Act as a Level 3 investigator into any accidents and safety incidents that meet the threshold as stipulated in the RSSB's RIS-3119 standard.</p> <p>Lead the process for monitoring and communication of Corrective Action Requests (CARs) throughout the rail replacement and taxis divisions.</p>
7	<p>Quality</p> <p>Conducting internal document reviews and assist in the creation and maintenance of quality documentation & SOPs.</p> <p>Collecting and analysing data to identify trends and assist in report creation and assist in the resolution of quality nonconformities.</p> <p>Monitor and report on Quality KPIs and prepare quality reports and presentations for management review.</p> <p>Coordinate and undertake internal and external audits, as directed by the Head of Business Improvement.</p> <p>Support the training and development of employees by managing training calendar & colleague communications.</p> <p>Participate in continuous improvement initiatives to enhance quality processes and outcomes.</p> <p>Manage GDPR data input in supporting software & process map creation.</p>
8	<p>Additional Duties</p> <p>Support office-based locations and ensure that all facilities that TUKRR work from are managed safely and effectively by the building owner/manager. Provide advice & guidance to the business on any remedial actions required.</p> <p>Support the Head of Business Improvement in delivering compliance to the Public Service Vehicle Accessibility Regulations (PSVAR) as part of the Equality Act (2010).</p> <p>Work collaboratively with the Solvd. business unit and provide advice & guidance to their Business Support team on matters of Health & Safety, as and when required.</p> <p>Provide administrative support for Safety & Quality, such as creating, managing and resolving POs, organising files, and scheduling meetings.</p>

3. Contact with others

Post Details	
Purpose, nature:	Daily contact with the UK Safety, Security & Sustainability Manager.
	Regular contact with the Head of Business Improvement and wider Senior Management Team, notably in driving forward our Management System for the wider business.
	Regular Contact with wider Management Team on matters relating to the day-to-day operation of Management and Safety Systems.
	Periodic contact with the Transport UK Safety, Sustainability, Audit and HR Teams including Transport UK Group, London Bus and Train Operator Contacts to ensure consistency across the Group, share best practice and ensure knowledge is up to date.
	Developing new strong working relationships with other stakeholders across the wider Transport UK organisation.
Means of contact:	Formal presentations, review meetings, informal 1-2-1s, business cases and written papers for Senior Management Team consideration.

4. Key behavioural indicators

Transport UK common behaviours	
Genuine:	Builds relationships based on trust and delivery capability. Capable of delivering on multiple workstreams and developing relationships with senior leaders. Develop a reputation as a competent, emotionally intelligent leader of safety across the organisation.
Professional:	Recognised for functional professionalism. Thrives on learning & developing with good support, and capable of delivering workstreams against challenging commitments. Capable of operating with a high degree of freedom driving efficiency and standards across the organisation. Ability to work remotely and manage own time effectively.
Progressive:	Have a passion to develop a modern approach to the management of safety based upon relation-building, coaching others, and working collaboratively. Look to solve any problems by thinking creatively whilst ensuring all legal and regulatory obligations are fulfilled. Enjoys exploring new technology to constantly improve our service to customers.
Inclusive:	Confident and credible interacting with a wide range of roles. Capable of adapting style to influence diverse stakeholder and peer groups. Builds a strong network of relationships internally and externally to promote best practice exchange. Act as a champion of diversity and inclusion at all levels of the organisation.

5. Experience, knowledge, qualifications & training

Post Details	Insert details of the skills, level of experience, knowledge and any specific qualifications or training needed to carry out the role
Skills:	<p>Ability to manage several workstreams at once, whilst ensuring regular communication via line management to highlight issues/problems etc.</p> <p>Knows how to learn new information, absorb it, and apply it to a working business model.</p> <p>Experience of delivering culture change across an organisation from Senior Managers to colleague and suppliers on the ground through clear communication and influencing.</p>

	<p>An ability to apply concepts to the specific nature of the TUKRR using creativity to deliver solutions which recognise the diverse geographic nature of our business.</p> <p>Very IT capable, structured, capable of employing appropriate project management disciplines and risk / opportunity-based prioritisation.</p> <p>Knows and values the need for self-development supported with financial resources and time and has a drive to obtain qualifications to support their career development within Safety, Quality & Sustainability.</p>
Level of experience:	<p>Experience of on-site, in-person, and remote auditing – preferably within an ISO environment but not essential.</p> <p>Experience of providing advice and guidance on matters of safety and environmental management to a range of audiences.</p> <p>Experience of applying HSG65 to a working business model.</p> <p>Experience of accident and incident investigation utilising modern investigative techniques (5-Why, SRCA etc.) (Essential).</p> <p>Experience of providing competent Health & Safety advice referencing current UK-wide law & legislation.</p> <p>Experience of working within the transportation industry (Desirable).</p> <p>Experience of working remotely, independently, and as part of a wider team.</p>
Knowledge:	<p>An understanding of Public Service Vehicle, Private Hire and/or Rail Passenger transport operations with knowledge of Rail Replacement Operations desirable but not essential.</p>
Specific qualifications and training:	<p>Relevant safety management qualification is desirable but not essential.</p> <p>Relevant environmental management qualification is desirable but not essential.</p> <p>Experience of auditing ISO standards across complex organisations is desirable but not essential.</p>

Job Holders Comments	Line Managers Comments
Job holder's signature and date:	Line manager's signature and date: