## Title: Service Delivery Manager

Job Description

## Reports to: Production Delivery Manager

## Grade: Manager

**Hours:** 37 per week (will cover earlies late and night shifts)

## Safety Status: Safety Critical

## Date version agreed:

**Job Purpose**

To manage all aspects of Tyseley Depot on a shift to shift basis, ensuring safety, environmental, quality, performance, contractual and budget requirements are met. To ensure that the site is maintained in a safe, clean and tidy manner at all times. To lead and direct all depot colleagues to enable the production of correctly maintained, repaired, cleaned and marshalled Traction and Rolling Stock at locations in designated areas in a safe and efficient manner. To manage the maintenance and cleaning to the defined plan to best utilise facilities and labour resource to ensure Safety, Quality Standards and company profitability are achieved.

To manage the Tyseley leased site to include site contractors engaged in carrying out enhancement, maintenance and repair of depot facilities including land, buildings, services and track, as well as those working on Rail Vehicles.

Utilise Equinox to support the maintenance and material processes and ensure all work carried out is recorded.

**Key accountabilities**

* Ensure site safety in accordance with Health and Safety at Work Act, appropriate legislation and regulations.
* Ensure that colleagues productivity is maintained, materials and equipment are used efficiently.
* Control all aspects of the operation of Tyseley depot on a shift by shift basis.
* Control and direct Colleagues, Contractors, Team Leaders and Supervisors to ensure that required outputs in terms of availability, cleanliness, train environment and quality of workmanship are delivered to provide a reliable train service to our customers.
* Ensure work is performed in a safe manner in accordance with the Health and Safety at Work Act, applicable safety legislation and Industry rules and regulations.
* To ensure that work is carried out in the most efficient manner on an economical basis, and that matters of an urgent nature are given the correct priority.
* To advise, guide and instruct colleagues as necessary and to assist colleagues by giving advice or assistance as required, to ensure maximum productivity from all staff.
* To make recommendations regarding resource levels and working arrangements, to ensure a productive yet safe workplace.
* Identify areas for improvement by personal checks, audits, finished work inspections, periodic checks, risk assessments, area walk rounds, and SCWR assessments, analysis of train incident reports and review of customer complaints.
* Monitor and manage the diesel fleet whilst on Tyseley Depot and maintained at an Outstations location to include monitoring faults and failures to ensure against repeat failures by putting in place mitigating actions.
* Contribute to the development of the fleet in terms of reliability and improvements to the train environment by making proposals to improve these areas.
* Ensure that the competence management systems for all safety critical staff are maintained and updated to demonstrate compliance.
* Act if necessary as the designated person for train movements as required. Authorise access to and oversee all 3rd party vehicle movements in accordance with defined procedures.
* Co-ordinate the depot response to main line failures and incidents, in an expeditious manner to ensure minimum disruption to the train service.
* Ensure that depot equipment breakdowns and incidents are dealt with expeditiously.
* Ensure all colleagues are briefed on safety and company issues as required in a timely manner.
* Regularly liaise with control to determine priorities and plan emerging depot workload.
* Manage all documentation and records for the depot (excluding personal files) but to include all Vehicle records and work done records as required.
* Responsible for specific area’s and for the Inspection of premises, ensuring upkeep of cleanliness, safety precautions, accident prevention and reporting, in accordance with safety procedures and regulations.
* Liaise with Customers contacts, other departments and technical staff, attending meetings as required by the Depot Manager. Liaise with the other depot Management staff and Fleet Engineers to ensure technical projects and investigations are progressed effectively.
* Overall responsibility for the control and efficient utilisation of allocated road vehicle fleet, powered plant, and mechanical resources and the appropriate records.
* Manage Annual leave, carry out level 1 and 2 Attendance Monitoring, Discipline and Performance monitoring as required.
* Manage training arrangements, to ensure all colleagues are correctly inducted and trained as required by training profiles, personal reviews, and development plans.

* Sign off of colleagues booking on/off times, complete any other colleague’s documentation as required.
* Liaise with the Contract Managers and Finance to ensure all costs are captured relating to any work done or contract variation, including 3rd Party work, collisions and vandalism.
* Take ownership for depot Quality, Safety and Environmental Processes and Procedures, ensuring colleagues understand them and Work to them, carrying out Site Inspections, In-process Inspections and audits as required.

* Ensure all Contractors and Agency employees on site are correctly inducted and that all the correct paperwork is available to support their duties prior to them starting work on site, to include Induction, appropriate training and assessment, method statements and risk assessments, COSHH etc.

* Undertake responsibilities under local quality/safety systems and take ownership of procedures that directly relate to the post. Ensuring compliance with processes and procedures in respect of the Environmental Management System to ISO14001, Quality and Safety.
* Maintain communication lines via Fax, IT, E/MAIL, text, and phone as required, updating performance information as required, and distributing it to all stake holders.
* Action incidents, accidents, and occurrences during the shift to include the investigation, the production of reports as required and carrying out any resulting actions that are required relating to said incidents, accidents, and occurrences.
* Any other duties commensurate with the grade and post and as required

**Knowledge, qualifications and experience**

* Significant experience in production management
* A high level of ability to communicate, motivate and deal successfully with people
* Experienced in Human Resource procedures
* Man-management experience and formal training, including a sound technical knowledge of Mechanical, Electrical, and Pneumatic Systems.
* Rules and Regulations trained and assessed,
* ONC / HNC trained or Apprentice trained on the Railway
* D32/33 or A1/A2 Qualification
* SCWR assessed in Rail Vehicle Maintenance
* Car and Small Van driving Licence
* IOSH trained NEBOSH preferred
* Diploma in management or similar qualification required
* Internal Auditor
* Risk Assessor
* First Aider
* PTS and DP certified
* Call Out responsibility and trained

**10. Sign off**

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

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

**Head of HR………………………………………………… Date…………………**

