



Job Description and Safety Responsibility Statement

Job Title:	Station Operations Lead
Location:	Birmingham Snow Hill
Responsible to:	Customer Experience Manager (CEM)
Grade	CSS Grade B
Safety Status:	Safety Critical
Hours of Duty:	35 Hours Shift patterns Night Shift Required Sunday shifts as agreed

Purpose of the job

To lead on the day-to-day operation and customer experience delivery at Birmingham Snow Hill and Train Crew Depot. Ensuring that delays to customers are kept to a minimum and communicated effectively. Working to support the Customer Experience Manager as required.

To work alongside the Customer Experience Managers (CEM), Duty Train Crew Manager (DTCM - Resources) and Train Service Managers (TSM – Control) to ensure that the Station is operation is optimised and Train Crew resource is deployed effectively for the benefit of customers.

Duties

Safety

- Ensure compliance with all safety responsibilities as detailed in the appropriate Safety Responsibility Statement.
- Ensure compliance with the requirements of the Health & Safety at Work Act
- Ensure own safety and that of others at all times
- Comply with all appropriate rules and regulations
- Make decisions regarding train dispatch based on training provided, safety requirements and West Midlands Trains policy.
- Issuing of replacement equipment for Senior Conductors as required.
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- Provision of information to customers and staff
- Ensure staff and customers are provided with the available accurate and timely information
- During times of disruption, act as a focal point for receiving and disseminating information on the station



- During times of disruption, announce all train arrivals and departures at the station
- During times of disruption, announce delays, re-platforming and other events affecting the operation of the station in a timely and professional manner.
- Ensure high levels of customer service are provided
- Update DCIS as required.
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- Traincrew liaison
- Book on and off Train crew reporting any failures to the appropriate Train Crew Supervisor
- Carry out driver fit for duty checks according to the appropriate standard
- Post rosters/links/daily alteration sheets
- Ensure late, general, new, commercial, permanent and Health & Safety notice cases are maintained and up to date as laid down in procedures
- Distribute weekly/periodic notices
- Administer Safety Critical work/id card checks as required
- Liaise with DTCM at Worcester with regard to traincrew, unit alterations as required
- Act as a focal point for receiving and disseminating information to train crew as required
- Carry out welfare checks as required.
- Station operation
- Monitor train running and take action to ensure that train crew resources are deployed effectively, working closely with West Midlands Trains Control and DTCMs particularly at times of disruption
- Carry out evacuation duties as required
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures and provide reports to the station line management as required
- In an emergency situation follow the Rulebook requirements in terms of reporting an incident and respond to the incident in accordance with training provided.
- In an emergency situation be prepared to assist until resolved or until relieved by an appropriate person
- Report all defects arising at the station according to the fault reporting procedures
- Ensure the safe and timely dispatch of trains
- Maintain and undertake dispatch competency as required



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;
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 Midlands Trains employees are set out below, in sections which correspond with the West Midlands 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 Occupational Standards Manual.

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 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.
- 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 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: