**Proposed Job Descriptions**

## 

Resource Delivery Manager LNR

**Job Holder: Resource Delivery Manager (LNR)**

**Reports to: Resource Strategy and Delivery Manager**

**Grade: PM2**

**Safety Status: Key Safety**

**Date version agreed:** **July 2018**

**1. Job Purpose**

To lead, develop and manage the DTCM and Duty Operations Managers ensuring the availability and subsequent deployment of sufficient traincrew resources to meet the timetabled train service commitments, and any essential off roster commitments, on both a planned and daily basis, with due regard for efficiency and the management of costs. This includes the management of Traincrew during disruption.

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| --- | --- |
| **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) | NO |
| **C.** This is a **Safety Critical Work Post** | NO |
| **D.** This is a Key Safety Post | YES |
| **E.** Reference to this job is included in London Midland’s **Safety Certification** documents | NO |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) | YES |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) | YES |

**3. Dimensions**

**A. Financial:**

Responsible for the DTCM and Duty operations Manager functions.

**B. Staff:**

15 Direct repots – 7 DTCM Bletchley

8 Duty Operations Manager

**C: Others:**

Compliance with employment Law/Legislation

**4. Key Accountabilities**

* Ensure the effective and efficient deployment of train crew staff to roster, both on the day, through forward planning and during disruption.
* Ensure that short notice changes to plan are managed in accordance with Company requirements, priorities, and employee terms & conditions - including service disruption, short term planning, Control requirements and depot cross cover.
* Efficient management of ‘off roster’ commitments - training, medicals, Trade Union release etc. - and maintenance of a robust training plan.
* Oversee the preparation, management and implementation of permanent links and rosters.
* Oversee the preparation, management and implementation of leave rosters.
* Management to budgetary targets in respect of overtime, rest day working, Sunday duty and taxi provision.
* Input to traincrew manpower planning.
* Maintenance of the depot management assurance systems and records for traincrew and supervisory competence, health & safety, and fitness for duty of staff.
* Management of a train performance (delay/cancellation) budget and identification of performance improvement opportunities.
* Preparation of periodic management reports on traincrew utilisation.
* Authorisation of timesheets, work tickets, and expenses claims within delegated authority.
* Coach, mentor and develop the management team.
* Work within the parameters of agreed company and local traincrew agreement.
* Ensure optimum
  + utilisation of traincrew
  + train service performance
  + Rest Day Work and Overtime utilised
  + Monitor and report on Hidden and Fatigue Index
* Compilation of reports in relation to traincrew utilisation.

**5. CONTEXT**

**a) OPERATING ENVIRONMENT:**

Management of a large workforce spread across different locations. All train crew terms and conditions are covered by legacy collective bargaining arrangements across a number of unions. The delivery of a consistent train service is through the front-line delivery colleagues and their Managers. The franchise obligations are based around such delivery.

**b) FRAMEWORK & BOUNDARIES:**

The nature of the collective agreements 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:**

*(Attach a copy of a current organisation chart and for each subordinate who reports*

*directly to you, outline below their overall responsibilities)*

**6. RELATIONSHIPS**

**a) SUBORDINATES:**

Subordinates are the Duty Traincrew Managers and Duty Operations Managers. Rarely possible to gather these team members together due to shift cover, but meeting/briefing in 2 groups is possible and ‘gaps’ are filled by an enhanced level of one-to-one discussions.

**b) SUPERIOR(S):**

Regular meetings and reviews with Resource Strategy and Delivery Manager.

**c) OTHER CONTACTS**

* Within the Company

Payroll, HR, Head of Operations, General Managers and other operations function managers.

* Outside the Company

Taxi companies; Control Office and rostering managers in other TOCs (for hire in/hire out of staff) ATOS origin/Worldline.

**7. Knowledge and Experience**

(*What kind of knowledge, skills and experience are necessary to enable satisfactory*

*performance in your job)*

* Good understanding and experience of rostering, and general Traincrew Conditions

of Service.

* Good understanding of roster construction, linking and the relationship to train

planning and diagramming.

* Good interpersonal and communication skills.
* Strong performer in budgetary control, and the management of costs
* Practised and effective problem solver, always ready and able to take the initiative.
* Sound verbal and written skills, IT capability and general education.
* Ability to deliver disciplined and structured management in a challenging and

highly unionised environment.

* Capable administrator and competent in the maintenance of systems, procedures

and records.

* Ability to motivate, inspire and develop the management team.
* Knowledge of rostering software programs.
* Able to cover the DTCM role.

**8. Job Challenge(s):**

The role needs the individual manager to value employee engagement and engage in

building positive and professional relationships with all stakeholders, including

employees and trade unions.

**9. Additional Information**

None

**10. Sign off**

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

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

**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.