

Job Description

Job Holder: Area Driver Manager - Drivers

Reports to: Head of Drivers

Grade: PM2d

Safety Status: Safety Critical

Date version agreed: May 2013

1. Job Purpose

To lead and manage a team of Driver Managers to deliver train safety, performance, service reliability and customer satisfaction.

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)	YES
C. This is a Safety Critical Work Post	YES
D. This is a Key Safety Post	YES
E. Reference to this job is included in West Midland's Trains Safety Certification documents	YES
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: Authority to sign off financial transactions within delegated authority limits.

B. Staff: Direct reports: Driver Managers

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C: Others: Compliance with safety and railway legislation and employment Law

4. Principal Accountabilities

- a) Leadership, management, coaching, mentoring and development of a team of Driver Managers who are responsible for the management and competency assessment of Drivers.
 - b) With Head of Train Crew agree business and performance targets and develop action plans to deliver objectives.
 - c) Cascade performance targets to managers through performance meetings – reviewing progress against plan.
 - d) Manage the collective and individual employee relations arrangements and processes at a local level creating positive working environment as measured in the employee engagement survey.
 - e) Maximise driver resources by ensuring managers control all aspects of off train working (e.g. attendance and disciplinary issues) and ensure that driver productivity is maximised through the timely delivery of route and traction knowledge.
 - f) Manage recruitment of staff as required.
 - g) On call and incident management, command responsibilities & duties (inc TOLO) as required.
 - h) Ensure compliance with all safety responsibilities and comply with commitments within the West Midlands Trains Safety Certificate.
 - i) Ensure competence assessment of all staff is fully undertaken.
 - j) Manage and implement recommendations of incident and accident investigations.
 - k) With Head of Drivers design and implement customer service improvement plans based on SQMS and NPS feedback.
 - l) With Head of Drivers design and implement employee engagement plans based on feedback from the employee engagement survey.
 - m) Ensure effective communication processes are in place to allow two way communication including compliance with safety briefs.
 - n) Manage budgets and prepare budgetary forecasts, business cases and strategy papers as required.
 - o) Contribute to the delivery of wider company objectives, including the management of strategic projects.
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5. Context

A: Operating Environment:

Management of a large workforce spread geographically across different locations. All Driver 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 and Boundaries:

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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:

Drivers Managers, Drivers

(Attach a copy of the current organisation chart on the landscape page at the end of this document for each subordinate who reports directly to the job holder. Outline the area of responsibility of each direct report below)

6. Relationships

A: Reporting lines

Direct Reports: Driver Managers

Line Manager(s): Head of Drivers

B: Other Contacts:

Head of Train Crew, Head of Conductors, Train Crew Performance Analyst; Operations Managers - Conductor & Drivers; other Operations function Managers (Control, Performance & Planning, Resources); Fleet Management at depot level; HR & Finance Business Partners; Customer Service management.

Outside the Company:

Network Rail Operations Managers and Account Managers; other TOC Operations Managers

7. Knowledge and Experience

Knowledge

- Knowledge of West Midlands Trains operations and geography
- Knowledge of Drivers rules and regulations
- Knowledge of Driver terms and conditions
- Knowledge of safety and quality standards

Skills

- Credible leader with experience of managing and engaging with geographically spread teams.
- Strong communication skills with an ability to influence and negotiate.
- Ability to effectively manage budgets and performance/service targets against a wide range of metrics.
- Confident in dealing with a range of data and proficient at problem analysis and solution delivery Self-motivated, able to work on own initiative and as part of a team
- Strong planning and organising skills with the ability to prioritise for self and others

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- Competent in the use of computer applications.

Experience

- Experience of motivating, coaching and developing others within a challenging operational environment.
- Experience of project management, deployment and delivery.

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, peers, direct reports and the Trade Unions

9. Additional Information

Successful completion of Personal Track Safety training • Rules and regulations competence to the designated standard • On call training

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:

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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.