

Job Holder: Fleet Continuous Improvement Specialist

Reports to: Fleet Continuous Improvement Manager

Grade: PM1

Safety Status: Non-Safety Critical

Date version agreed: 1st October 2020

1. Job Purpose

To assist in the development and delivery of continuous improvement processes within the Fleet organisation, including leading culture change, training and the implementation of tools and techniques such as visual management and Practical Problem Solving.

Provide expert support across fleet locations, to enable the Fleet department to achieve operational excellence in areas where focus is needed.

Designing continuous improvement training packages to ensure practices are understood and embedded within Fleet operational areas. Promote a culture change using appropriate tools to address root causes.

Work collaboratively with all internal teams to share and embed good practice.

2. Safety Details

A. This job requires Security Clearance (e.g. Running of Special Trains)	N
B. The job holder is required to hold a relevant Track Safety competence (e.g. PTS)	Y
C. This is a Safety Critical Work Post	N
D. This is a Key Safety Post	N
E. Reference to this job is included in the company Safety Certification documents	N
F. This job Manages Employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	N
G. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals)	N

3. Dimensions

A. Financial:

No

B. Staff:

No

C: Others:

None

4. Principal Accountabilities

- Initiate, design, lead and deliver continuous improvement workstreams across the Fleet department
- Create business cases where spend is necessary to implement continuous improvements
- Lead and facilitate continuous improvement workstreams
- Be the champion for Continuous Improvement, including the use of techniques such as Practical Problem Solving, A3 thinking, root cause analysis, 5 whys and Visual Management
- Assist with the design and implementation of visual management
 - Assist with the development of a process for visual management, including physical space, roles and responsibilities, and terms of reference
 - Actively drive KPI improvement by assisting in designing processes that enable root cause identification and action plans for improvement
 - Ensure industry and local best practice is identified and adopted to ensure the best possible outcome for West Midlands Trains
 - Communicate effectively to the business, providing updates on progress to the Fleet Continuous Improvement Manager (FCIM)
 - Monitor progress of all continuous improvement initiatives, provide updates to the FCIM
 - Create professional presentations, reports, and dashboards according to the needs of the business and the audience
 - Facilitate kaizen events (rapid improvement events)
 - Assist in mapping out key processes, ensuring that the most efficient and effective ways of working are implemented
 - Identify 'wastes' to ensure all efforts and energy are spent on activities that add value to the customer
 - Challenge and remove unnecessary processes that do not add value
 - Capture "as is" processes and develop "to be" processes into Process Maps
 - Build strong relationships with all key stakeholder across all business functions ensuring cross function collaboration to deliver the best solutions Fleet
 - Identify and incorporate good practice from the wider Abellio TOCs

5. Context

A: Operating Environment:

This role will consist of working across all the fleet depots, including some shift work

B: Framework and Boundaries:

Developing and implementing the best possible continuous improvement tools, techniques to instil a culture where everyone strives for improvement, every day.

Acting as an expert, enabler, and facilitator for all operational delivery teams, so that WMT Fleet can deliver Operational Excellence and the service our customers deserve.

Capturing all key processes, develop into process maps, and simplify our business to deliver the continuous improvement agenda, as part of our transformation strategy.

C: Organisation:

Refer to organisation chart

6. Relationships

A: Reporting lines:

Fleet Continuous Improvement Manager

B: Other Contacts:

Depot Management Teams, own organisation, Training Teams, Materials Manager, Train Planning, Finance, Performance, Customer Services, external stakeholders

C: Outside the Company:

Other Abellio TOCs

7. Knowledge and Experience

Must have the ability to successfully prioritise workload in a fast-paced environment, without being afraid to challenge the status quo.

Flexible and adaptable approach with a positive 'can do' attitude, approachable, engaging, resilient, organised, motivated, articulate, and professional.

Excellent analytical and problem-solving skills, communications skills, both verbal and written.

Demonstrable Continuous Improvement mind-set and ability to think strategically with a good overall understanding of project and change management with experience desirable.

Previous experience and implementation of continuous improvement tools and methodologies for operation teams, such as visual management.

Delivery of Lean Six Sigma (or similar) related projects, training and coaching.

Project/programme management experience desirable.

Experience with process improvement work.

Lean Six Sigma Green Belt desirable along with any other Continuous Improvement qualification.

8. Job Challenge(s):

The role must work in collaboration with the Fleet Continuous Improvement team to influence a culture change across Fleet Production

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.