
Job Holder: Area Conductor Manager

Reports to: Head of On Train

Grade: PM2d

Safety Status:

Date version agreed: 3rd September 2018

1. Job Purpose

Act as the key focus for on train/Senior Conductor activity within the defined area of the Operations department. Deliver train safety, train performance, service reliability and customer satisfaction (NRPS) targets. Lead on train activity for the delivery of on-train customer service.

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	Y
D. This is a Key Safety Post	Y
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)	Y
G. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals)	Y

3. Dimensions

A. Financial:

This post is crucial to the improvement of WMT management of On Train activity, delivering a train performance 'budget' and on train revenue. Required to manage costs arising from resourcing train services.

B. Staff:

Directly Responsible = c. 10 Senior Conductor Managers

Indirectly responsible = c. 200 Senior Conductors

C. Others:

This post manages a large number of dispersed staff operating across multiple Depots and locations.

4. Principal Accountabilities

- Provide clear leadership and coaching for Senior Conductor Managers and teams; role model performance and behavioural standards. Carry out regular performance review sessions with direct reports.
- Provide leadership, motivation, assistance and support to Senior Conductors within the team.
- Actively identify, lead and deliver continuous improvements to train safety performance, service reliability and customer satisfaction.
- Oversee the efficient management of Senior Conductor resources and recruit to the function as required.
- Deploy the customer service strategy.
- Chair collective bargaining Local Level Councils and Health & Safety meetings across the area, supported as appropriate by a Deputy Area Conductor Manager, developing a positive and constructive working relationship.
- Support the Head of Senior Conductors as and when required with the collective bargaining Senior Conductors' Company Council.
- Deliver initiatives to drive up NRPS On Train standards and the franchise Service Quality Regime.
- Actively liaise with internal stakeholders and external stakeholders (e.g. Network Rail) to ensure an integrated and consistent approach to safety within the Senior Conductor Function.
- Ensure compliance with all safety responsibilities and comply with all commitments within the WMT Safety Certificate.
- Actively manage Senior Conductor business initiatives to enable successful deployment and completion of change projects.
- Deploy key activities to maximise employee engagement and job satisfaction within the Senior Conductor function.
- Identify talent and support a robust succession plan within the Senior Conductor Functions.
- Proactively monitor team members' on-going development, provide guidance and address individual performance
- Maximise Senior Conductor resources by effectively managing the team through consistent application of management policies & processes (e.g. management of attendance, welfare and counselling issues, formal discipline and grievance cases)
- Actively monitor train service performance, investigate delays that are attributed to Senior Conductors, identify root causes and feedback outcomes within performance management systems.
- Manage all aspects of safety compliance through verification of arrangements for:
competence assessment and verification of fellow Senior Conductors;
depot checks, implementation of control measures to contain risks, management of safety standards, maintenance of safety publications and maintenance of safety notice cases.

- Deal with occupational accidents and operational incidents - investigations and reporting of accidents/incidents, including making recommendations and follow-up of recommendations, and the application of prevention/mitigation policies.
 - Level 2 On Call responsibility.
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5. Context

A: Operating Environment:

Operating within a complex and unionised environment.

B: Framework and 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 to engender employee engagement.

C: Organisation:

Please see organisation chart(s) at the end of the document.

(Attach a copy of the current organisation chart 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

Reports to the Head of On Train

B: Other Contacts:

Head of Drivers, Head of Operations Standards and other Operations Department senior team members. Driver and Senior Conductor Managers and others involved in Operations.

RMT LLCs, H&S Reps and Senior Conductors' Company Council.

C: Outside the Company:

Network Rail, RAIB, RSSB and ORR

7. Knowledge and Experience

Management of a large workforce spread geographically across different locations. All Senior Conductor terms and conditions are covered by legacy collective bargaining arrangements involving the RMT union.

The delivery of a consistent train service is through front line delivery colleagues and their Managers. The franchise obligations are based around such delivery as.

The franchise agreement also requires completion of numerous committed obligations that the Area Conductor Manager will have to help deliver in a timely and cost-effective manner.

8. Job Challenge(s):

Ability to operate in a complex, fast-paced and challenging environment. Ability to operate in a highly unionised environment. Able to coach performance improvement in the Senior Conductor Management grades.

9. Additional Information

(Provide any further information not included in previous sections, which it is considered would assist others to achieve a better understanding of the job)

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.