

Duty Operation Manager

Reports to: Resource Delivery Manager

Grade: PM1

Safety Status: Safety Critical

Hours of Duty: 37 hours, Sunday to Saturday Shift Patterns

Location: Various

1. Job Purpose

To lead on minimising the operational impact of disruption at the nominated station, including supervising Traincrew, disseminating relevant information in a timely manner in line with PIDD and other requirements, working closely with Duty Traincrew Managers, West Midlands Trains Control and Network Rail to ensure service restoration.

Provide support to the Station management in team in line with the appropriate service level agreement.

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

2. Key Responsibilities

- Manage disruption, liaise with West Midlands Trains Control and Duty Traincrew Managers to identify Traincrews for train services, and use Traincrew diagramming information to forward-plan Traincrew duties.
- Monitor train running and actively act to ensure that Traincrew resources are deployed effectively.
- The management of competency systems for Train dispatchers as a contingency as per the West Midlands Trains standard. Accountability remains with DSM.
- Have a full understanding of Driver and Senior Conductor terms and conditions, including rostering arrangements.
- To ensure high levels of customer service are provided at all times.
- To ensure safe and punctual dispatch of trains.
- To ensure personal and team compliance with all safety responsibilities as detailed in the appropriate safety responsibility statement
- As an added resilience when there is a shortage of dispatch staff, to dispatch trains as required.
- During disruption, when necessary, coordinate and organise Drivers and Senior Conductors movements. Liaising with relevant Duty Traincrew Managers, Drivers and Senior Conductors.
- Liaise with Control rooms from West Midlands Trains, Network Rail and other Train Operating Companies to manage train movements in disruption or out of the ordinary events

3. Key Accountabilities

- Manage information provision to meet PIDD requirements, directing staff where appropriate.
- In an emergency follow the Rulebook requirements in terms of reporting incidents and respond to the incident(s) in accordance with training provided.
- In an emergency, be prepared to assist until resolved or until relieved by an appropriate person.
- This role will robustly manage all station operations.
- Ensure compliance with the requirements of the Health & Safety at Work Act.
- Ensure staff and customers are provided with the available, accurate and timely information.
- Comply with all appropriate rules and regulations to the role.
- Maintain a daily log and record events which affect or occur on the station to include delays, replatforming and other events affecting the train plan.
- Ensure all uniform, name badge, safety shoes and personal protective equipment are provided and is worn as required by all West Midlands Trains employees.
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures.
- Ensure compliance with all safety responsibilities as detailed in the appropriate Safety Responsibility Statement.
- Report any defects arising at the station in line with fault reporting procedures.
- Act as a focal point for receiving and disseminating information to Traincrew as required.
- Undertake competency management of Dispatch staff if required.
- Management of fire safety.
- Management of contractors including day to day management of cleaners and security.
- Undertake ordering of stores for the Station, with the exception of the requirements of the booking office.
- Any other duties commensurate with the grade and post and as required.

4. Main Tasks

- To coordinate and organise Drivers and Senior Conductors movements during disruption, or when necessary. Liaising with relevant Duty Traincrew Manager, Drivers and Senior Conductors.
 - To liaise with Control rooms from West Midlands Trains, Network Rail and other TOC's, to manage train movements in disruption.
 - To actively monitor train running, ensuring Traincrew resources are deployed appropriately.
 - Manage and carry out train dispatch procedures correctly in line with station policy and safety guidelines.
 - Ensure that customers are provided with products that meet their requirements together with the correct and timely assistance.
 - Ensure all information provided to customers is up to date, accurate and easy to understand.
 - Proactively ensure that information is communicated within the station team and to other locations as appropriate.
 - Provide reports and information as required.
 - Ensure accurate and up to date information is displayed on appropriate information screens.
 - Report all defects arising at the station according to the fault reporting procedures.
 - Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn.
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5. Relationships

A: Reporting lines

This post reports to the Resource Delivery Manager (LNR)

B: Other Contacts:

Within the Company:

West Midlands Trains Control

Duty Traincrew Managers

Traincrew

Train Dispatchers

Duty Station Managers

Traincrew Managers

Outside the Company:

The role will be required to work with different external stakeholders depending on the allocated project.

Key external stakeholders will be other Industry partners including Network Rail and other Train Operating Companies.

6. Knowledge and Experience

- Good knowledge of West Midlands Trains geographical area.
- Leadership and delegation skills.
- Knowledge of Traincrew terms and conditions.
- Knowledge of rostering systems.
- Excellent Communicator
- Attention to detail
- High standard of personal presentation and professionalism.
- Excellent interpersonal skills, and effective decision maker.
- Positive attitude
- Numerate and Literate

Operated by West Midlands Trains

- Computer Literate
- Ability to remain calm under pressure
- Excellent organisational skills.

8. Sign off

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

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