

Job Description

Job Holder: Client Relationship Business Partner

Reports to: Head of Client Relationships & Contracts

Grade: PM2

Safety Status: Not safety critical

Date version agreed: August 2021

1. Job Purpose

To manage the relationship with the Department for Transport/West Midlands Rail Executive whilst protecting the interests of the shareholders. Partnering with business areas to ensure targets are being met, obligations are being delivered and the client is aware of progress.

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 | ☐ NO |
| E. Reference to this job is included in West Midlands Train's Safety Certification documents | ☐ NO |
| F. This job Manages Employees (undertakes specific tasks indicated in the occupational & operational standards manuals) | ☐ NO |
| G. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals) | ☐ NO |

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3. Dimensions

(Indicate in quantitative terms the key areas on which the job has an impact)

A. Financial:

No direct budget control but may be required to raise and GRN Purchase Orders.

B. Staff:

No Direct Reports but direct liaison with other functions and grades to provide responses to stakeholders and deliver contractual requirements.

C. Others:

Compliance with GDPR.

4. Key Accountabilities

- Lead the PBF reporting process for designated areas of the business, working with Departments to write case studies, presentations and reports as required to deliver the best possible outcome for the shareholder.
- Act as a key conduit into the ABP process for the departments you work with.
- Monitor and track progress of relevant ABP KPIs, providing information and insight into trends etc.
- Liaise closely with the Finance Business Partners to ensure an aligned approach to the ABP.
- Understand and communicate current project status in relation to Business Plan Commitments with key stakeholders, including risk and mitigating actions being undertaken.
- Progress appropriate contract variations as required.
- Be the guiding mind to the business on client requirements and expectations.
- Produce reports, presentations etc. as required.
- Provide updates to the wider team and report on progress of commitments, successes and flagging any areas at risk of non-compliance.
- Maintain accurate and complete records on relevant systems.
- Attend meetings internally and externally as needed.
- Deputise for the Head of Client Relationships & Contracts as required.
- Any other reasonable duties as requested by the Head of Client Relationships & Contracts or the wider team.

5. Context

A: Operating Environment:

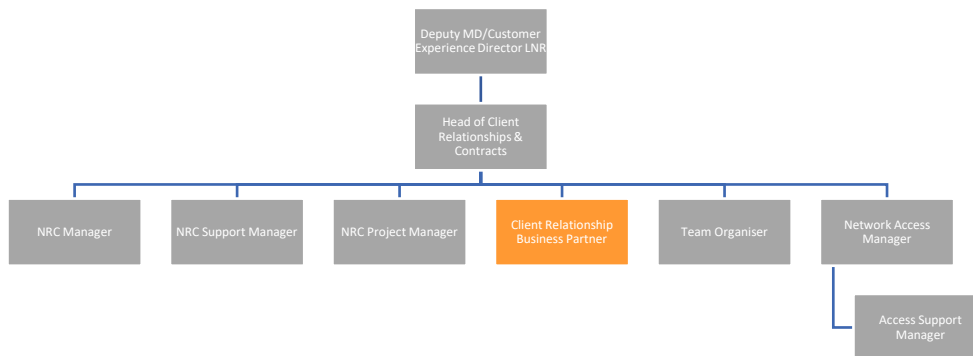
Commercially confidential discussions and information requiring discretion.

B: Framework and Boundaries:

There is a need to build excellent working relationships and communication with all levels of the business, particularly with the client and key stakeholders.

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C: Organisation:



6. Relationships

A: Reporting lines

Direct Reports; None
Line Manager; Head of Client Relationships & Contracts

B: Other Contacts:

Internal – Finance, Customer Experience, Operations, HR, Fleet and HSSE.

Outside the Company:

Department for Transport, West Midlands Rail Executive, Office of Rail & Road, Network Rail, Abellio Group, Other TOCs.

7. Knowledge and Experience

Knowledge

- Good knowledge of West Midlands Trains operations and areas of functional responsibility.
- High level understanding of rail franchising.
- Understands who our key external stakeholders are.

Skills

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- Excellent communication skills and able to converse at all levels of the business.
- Good working knowledge of Word, Excel, web based systems.
- Organised and methodical.
- Pro-active individual with an ability to engage with others quickly to establish relationships on all levels.
- Able to understand and absorb substantial amounts of information quickly and accurately and seek appropriate action to deliver realistic solutions.

Experience

- Experience of working with stakeholders.
- Experience of working in a pressurised environment with restrictive timescales.
- Experience of managing complex tasks with an attention to detail.

7. 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.

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Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:
E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

2. Employee training

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- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

3. Planned Inspections

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

4. Accident and incident investigation

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

5. Emergency planning and Security

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
- c.
- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

6. Rules Competencies, Permits and Licences

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

7. Communications

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

8. Auditing and safety Check

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

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9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

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I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Review

This statement will be reviewed annually.

Date Due:	Date Reviewed :	Post Holder Signature:	Line Manager Signature: