

# JOB DESCRIPTION

Position Details			
<b>Position Job Title:</b>	<b>Head of Control</b>	<b>Reports to Job Title:</b>	<b>Operations Director</b>
<b>Position #:</b>	<b>31430</b>	<b>Department:</b>	<b>Operations - Control</b>
<b>Location:</b>	<b>HQ</b>	<b>Safety Status:</b>	<b>Safety Critical (Contingent)</b>
<b>Grade</b>	<b>PM 3</b>	<b>Version Date:</b>	<b>September 2023</b>
<b>1.0</b>	<b>Purpose of the Job</b>		
	<p>To provide senior leadership, vision and drive to the multi-functional West Midlands Trains Control function with accountability for the Operation's Control team.</p> <p>Lead the strategy to ensure Control consistently manages service delivery with the Customer Experience, Performance &amp; Fleet Delivery teams, with Network Rail, other operators and Transport UK, to ensure the delivery of a safe, customer experience focused, punctual, efficient and resilient railway which adopts changes to ways-of-working and system enhancements.</p>		
<b>2.0</b>	<b>Key Accountabilities &amp; Deliverables</b>		
2.1	Delivery of the day-to-day service to the customer through the strategic leadership of the Control function at the WMSC and Rugby ROC.		
2.2	Ensure Control consistently manages service delivery which mitigates safety, customer experience, operational and commercial risks to the business.		
2.3	Coach individuals and teams to lead continuous improvement by driving a culture of techniques to generate motivation and learning within the function and within the business which drives successful succession planning.		
2.4	Comply with, and ensure the Control complies with all relevant safety responsibilities within the WMT safety certificate and associated standards.		
2.5	Comply with, and ensure the Control complies with all relevant Department for Transport franchise commitments, schedules and obligations.		
2.6	Own, lead and develop the Performance Improvement Plans for the Control.		
2.7	Lead and delivery the Control-centred workstreams within the Annual Business Planning process.		
2.8	Influence and support the ongoing development & delivery of Company-wide Safety strategies on Incident Response, Emergency Planning and Large-scale Event Management.		
2.9	Lead the strategy to develop WMT Control for the future, including supporting workstreams within the Network Rail 21st Century Operations Programme and feeding into the wider Industry Strategy.		
2.10	Lead the strategy to introduce the Integrale system in the Control, in order to identify and realise benefits and efficiency opportunities in ways-of-working to improve Service Delivery.		
2.11	Liaise with internal and external stakeholders to develop continuous improvements to the day-to-day: safe, punctual and customer focused delivery of the service by the Control function.		
2.12	Develop and maintain effective and productive working relationships with industry partners and regulatory bodies such as Network Rail, other operators, the Rail Delivery Group and the Office of Rail and Road.		

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2.13	Influence and support the development of operational, safety, customer experience and commercial policies and procedures affecting the Control to ensure they are optimal and fit for purpose.	
2.14	Maintain and develop own operational competencies including 'core' and 'contingency' competencies as required within the business continuity process.	
2.15	Lead the 3rd Line on call team roster, undertaking the responsibilities of 3rd line on call	
<b>3.0</b>	<b>Role Dimensions</b>	
<b>Financial</b>		<b>Non-Financial</b>
<p>Accountable for the Control function, contributing to the performance impact and risk towards Operations c.£100m budget</p> <p>The Head of Control is accountable for the budgets associated with the delivery of the on-the-day performance targets associated with the Schedule 8 and Schedule 7.1 regimes.</p> <p>Responsible Senior End user, responsible for delivery and embedding of the Integrale Control System (circa £3.5m project)</p>		<p><b>Direct:</b> Control Operations Manager – PM2D</p> <p><b>In Direct:</b> 33 Controllers – Grades A to C Controllers</p>
<b>4.0</b>	<b>Main Contacts (External/Internal)</b>	
<b>Contacts</b>	<b>Frequency</b>	<b>Purpose</b>
Control Leadership Team	Daily	To lead the overall department objectives and enable devolved accountability for safe, punctual and customer focused delivery of the service by the Control function.
Heads of Department	As required	To maintain cohesive working relationships and line of sight within the leadership team, forming a good sense of direction.
Network Rail Head of Operations	As required	To ensure the incident response and recovery objectives and priorities for WMT are delivered by the infrastructure owner.
Other Train Operating Companies	As required	Share information, give and receive guidance, influence if necessary
Network Rail, RAIB, RSSB and ORR	As required	Share information, give and receive guidance, influence if necessary
Worldline	As required	Lead on implementation for changes to ways-of-working in the WMT Control function in relation to the introduction of the Integrale system.
<b>5.0</b>	<b>Skills Experience, Knowledge &amp; Qualifications Required</b>	
5.1	Experienced and highly credible leader with people and leadership skills gained in at a senior level, with the ability to lead, develop and motivate a team to deliver results.	
5.2	Substantial management experience and proven track record of managing diverse teams through change and managing performance. Willing to challenge poor performance.	

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5.3	Ability to understand and absorb substantial amounts of information quickly and accurately and drive appropriate action to deliver realistic solutions.
5.4	Ability to mentor and coach individuals and teams to lead continuous improvement by driving a culture of techniques to generate motivation and learning within the function and within the business which drives successful succession planning.
5.5	Demonstrable experience of deploying strategic priorities and change programmes, whilst maintaining performance delivery.
5.6	In depth knowledge of railway operations and Network Rail & Industry standards including statutory legislation.
5.7	In depth knowledge of WMT operations and network geography and customer/stakeholder requirements.
5.8	Practical knowledge of safety and quality standards
5.9	Experience of working in an operational environment and thrives in complex and demanding situations with a high level of personal resilience.
6.0	<b>Framework and Boundaries</b>
6.1	<p><b>A: Operating Environment:</b> Leadership of all the activities associated with the WMT Control functions at the WMSC and the Rugby ROC.</p> <p>Leadership of strategy implementation for changes to ways-of-working in the WMT Control function in relation to Rugby ROC and the Integrale system.</p> <p><b>B: Framework and Boundaries:</b> The Head of Control is required to operate within the framework of the safety certificate, business standards and the Transport UK Programme Management Model.</p> <p>The Head of Control is required to deliver change within the framework of consultation and negotiation with the trade union representatives for the Control function. 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.</p>

## Safety Details

### \*THIS SECTION MUST BE COMPLETED TO DETERMINE SAFETY STATUS

- |  |                                     |
|--|-------------------------------------|
| <b>A.</b> This job requires <b>Security Clearance</b> (e.g. Running of Special Trains)   | <input type="checkbox"/>            |
| <b>B.</b> The job holder is required to hold a relevant <b>Track Safety</b> competence (e.g. PTS)  | <input type="checkbox"/>            |
| <b>C.</b> This is a <b>Safety Critical Work Post</b>   | <input type="checkbox"/>            |
| <b>D.</b> This is a <b>Key Safety Post</b>   | <input type="checkbox"/>            |
| <b>E.</b> This post carries out a specific role, such as Professional Head or Informed Buyer as described in Company <b>Safety Certification</b> documents | <input checked="" type="checkbox"/> |
| <b>F.</b> This job <b>Manages Employees</b> (undertakes specific tasks indicated in the occupational & operational standards manuals)                      | <input checked="" type="checkbox"/> |
| <b>G.</b> This job <b>Manages Locations</b> (undertakes specific tasks as indicated in the occupational and operational standards manuals)                 | <input checked="" type="checkbox"/> |

### 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 Midlands Trains employees are set out below, in sections which correspond with the West Midlands 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**
  - 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 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 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.
- 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 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:			

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:			