

## Job Description

<b>Job Title:</b>	WMRE Rail Network Performance Manager
<b>Directorate/Team:</b>	WMRE/TfWM
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	Head of Rail Contract Management
<b>Responsible for:</b>	Rail Operational and Customer Experience Data
<b>Key working relationships:</b> (internal)	TfWM, WMCA
<b>Key working relationships:</b> (external)	Network Rail, West Midlands Railway, London Northwestern Railway, Avanti West Coast, Transport for Wales, CrossCountry Trains, Rail Delivery Group, Department for Transport, Shadow Great British Railways

## Purpose of the Post

The Rail Network Performance Manager will provide West Midlands Rail Executive with the operational and customer experience information necessary to facilitate the continuous improvement of the delivery of the rail network to customers in the West Midlands. They will monitor the performance of the West Midlands rail network, collating, analysing and reporting on various quantitative and qualitative operational and customer data sets from various sources including train operators and observational experience.

## Accountabilities

- Work to support train companies and Network Rail in performance improvement activities, becoming an industry resource when appropriate
- Work with train companies and Network Rail to design and implement a collaborative performance improvement approach, ensuring that the West Midlands is the leading proponent of industry-wide performance improvement
- Represent rail at TfWM multi-modal operational forums, including monthly event planning and multi-modal operations meetings
- Be the principal contact for WMRE with the TfWM West Midlands Regional Transport Coordination Centre (RTCC) attending in person where necessary
- Act as the focal point for train service performance and customer service delivery within the WMRE team
- Maintain the integrity of the rail performance and customer delivery data held by WMRE and TfWM
- Share insights with train operators and Network Rail, and follow up events as part of a Plan-Act-Do-Check methodology
- Work with all parties to ensure effective transfer of West Midlands Trains to the DfT Operator and eventually to GBR/WMRE

## Responsibilities

### Strategic

- Use operational data, real time systems and first-hand observation to obtain, analyse and report on rail network reliability, punctuality and customer service delivery across the West Midlands
- Represent WMRE/TfWM at the West Midlands Grand Railway Collaboration Performance Taskforce

- Represent WMRE/TfWM in meetings with train companies, Network Rail, Department for Transport, WMRE local authority partners and other stakeholders as requested by the Executive Director WMRE / Director of Rail TfWM.

### Operational

- Lead and deliver integrated transport improvement projects, actively working across rail industry, TfWM and WMCA teams
- Develop and implement processes to assess the delivery of the West Midlands National Rail Contract in support of our obligations to the Department for Transport under the Collaboration Agreement
- Provide a weekly / monthly report on network performance and customer service delivery
- Provide weekly / monthly performance reporting on the achievement of the performance targets set in the West Midlands National Rail Contract
- As required, monitor and report on issues such as network usage, travel trends, customer insights, revenue, and ticketless travel
- Assist in the management and oversight of the National Rail Contract with the Rail Contract Management Team when necessary

### Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Credible with a diverse range of internal and external stakeholders.	X				
Self-motivated with an ability to work flexibly.	X				
An in-depth knowledge of railway operations.	X				
Skills / Knowledge	E	D	A*	I*	T*
Focused with an eye for detail.	X				
Strong communication and presentation skills.	X				
Analytical and numerate with the ability to interpret and present data in a meaningful and constructive manner.	X				
An ability to positively influence and develop relationships with key Network Rail and train operator contacts.		X			
An energetic and enthusiastic approach to problem solving across a broad range of topics.		X			
Focused with an eye for detail.	X				
Strong communication and presentation skills.	X				
Analytical and numerate with the ability to interpret and present data in a meaningful and constructive manner.	X				
Qualification / Education / Training	E	D	A*	I*	T*
An appropriate degree or relevant work-based experience.	X				

\*Key: A = Application, I = Interview, T = Testing/Assessment

### Core Expectations

<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
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<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

### Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

### Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
		SP 32-36	