

Job Description

Post Title:	WMRE Rail Network Performance Manager
Directorate:	West Midlands Rail Executive/Transport for West Midlands
Reports to:	Head of Rail Contract Management
Direct Reports:	0
Salary Band:	SP 32-36
Key Relationships:	Colleagues across Transport for West Midlands, West Midlands Rail Executive, Rail Industry bodies, Network Rail, Train Operators

Role Purpose

WMCA is committed to building a healthier, happier, better connected and more prosperous West Midlands. This is our vision. Our Values are central to how we work and interact with our wider partners and stakeholders. We encourage our colleagues to

Be **Collaborative**, Be **Innovative**, Be **Driven** and Be **Inclusive**.

The Rail Network Performance Manager will provide West Midlands Rail Executive with the operational and customer experience information necessary for the organisation 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.

Responsibilities

- 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
- 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
- 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
- Maintain the integrity of the rail performance and customer delivery data held by WMRE and TfWM
- 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.
- Share insights with train operators and Network Rail, and follow up events as part of a Plan-Act-Do-Check methodology
- 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

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>	Assessment Method
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Experience	E	D	App*	Int**	Other***
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/Abilities	E	D	App	Int	Other
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			
Qualifications/ Professional Memberships	E	D	App	Int	Other
An appropriate degree or relevant work-based experience.	X				

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

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

Health and Safety

All employees have a duty to take reasonable care for the health and safety 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 and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To 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.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.