



**West Midlands
Combined Authority**

Job Description

Post Title:	Head of Rail Contract Management
Directorate:	West Midlands Rail Executive/TfWM Rail
Reports to:	Executive Director, WMRE / Director of Rail, TfWM
Direct Reports:	Rail Contract Manager; Rail Network Performance Manager

Role Purpose

For the first time since the railways were privatised, the majority of rail services in the region are being managed locally to ensure that they address the individual needs of the region. This role is at the heart of this process and is vital for the WMRE and the West Midlands Combined Authority.

The postholder will be responsible for deploying West Midlands Rail Executive's (WMRE) devolved powers to deliver a modern, affordable, and accountable rail service to the people of the West Midlands. They will be accountable to both the WMRE Board – which is chaired by the Mayor of the West Midlands – and to the Department for Transport, on whose behalf they will be exercising the devolved powers.

The postholder will lead the management of the West Midlands Separable Business (SBU) of the West Midlands National Rail Contract (NRC), working with DfT as part of a joint client team. They will create a working environment where operator West Midlands Trains is motivated to deliver the outcomes required under the NRC, but will not be afraid to use the mechanisms of the contract and their strong inter-personal relationships to hold them to account when this does not happen.

They will use their commercial acumen to seek out opportunities to improve the value of the contract for customers, communities and tax-payers, using the day-to-day management of the contract and the DfT's annual business planning process to secure greater levels of inward investment and to safeguard local interests.

They will maintain and improve the existing successful collaboration between WMRE and DfT, and be responsible for ensuring that WMRE discharges its responsibilities to the DfT under Collaboration Agreement between the two parties. They will constantly seek out opportunities for WMRE to add greater value to the joint client team, and be willing to challenge in the local interest if necessary.

They will own the rail contracting policy elements of WMRE's own annual business plan, as well as the corresponding TfWM High Level Deliverables, reporting to the appropriate governance forums, including WMRE Board and contribute to the strategic policy direction of rail service management for the West Midlands.

Responsibilities

- Lead the operational partnership with the Department for Transport (DfT) with regards to the management of the West Midlands Separable Business Unit (SBU) of the West Midlands National Rail Contract (NRC)
- Secure WMRE's annual funding grant from DfT by ensuring that WMRE has discharged its responsibilities under the Collaboration Agreement between the two parties
- Discharge WMRE's contract management responsibilities in relation to the West Midlands NRC
- Foster a collaborative culture between WMRE and DfT as a joint client team, and between the joint client team and West Midlands Trains
- Use the mechanisms of the contract and the strength of relationships to hold West Midlands Trains to account for operational and customer experience performance in the West Midlands SBU
- Hold West Midlands Trains to account for the delivery of NRC requirements in the West Midlands SBU taking action as required to enforce, with the DfT, remedies
- Work in partnership with the Department for Transport in support their oversight of the London Northwestern SBU, ensuring that decisions made concerning this SBU complement the delivery of NRC requirements and operational/customer experience performance in the West Midlands SBU
- Lead WMRE's participation in the WMT annual business planning process, scrutinising WMT's plans to ensure both value for taxpayers and quality for customers and communities
- Provide robust financial and resource management, working collaboratively with DfT finance colleagues.
- Identify and exploit opportunities to deliver efficiencies and cost saving initiatives to generate funds for reinvestment in West Midlands's local rail services.
- Lead the rail contracting elements of WMRE's annual business plan, and own the corresponding TfWM High Level Deliverables

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
Experience of managing complex operational contracts in the rail industry	X				
Experience of working with the Department for Transport, or an equivalent client-side body, on rail matters	X				
Proven commercial skills and experience in high value and complex contractual arrangements	X				
Skills/Knowledge/Abilities	E	D	App	Int	Other
An in-depth understanding of rail industry structures and processes.	X				
An understanding of the commercial and strategic drivers of Network Rail and train operating companies (TOCs)	X				
An understanding of the political drivers of local authorities		X			
Excellent communication skills which can influence and persuade others	X				

Ability to establish credibility quickly	X				
Ability to understand and articulate DfT/WMRE strategic objectives to the TOC		X			
Ability to assess different possible methods for resolving problems and select and apply the most effective solution.		X			
Comfortable working with large volumes of data, including financial reporting and financial models	X				
Ability to negotiate effective outcomes across a range of issues	X				
Pro-active and able to work independently	X				
Qualifications/ Professional Memberships	E	D	App	Int	Other
An appropriate degree or relevant work-based experience	X				
A relevant management qualification		X			
Membership of a professional commercial organisation		X			

Core Expectations:

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