

THE KENT & EAST SUSSEX RAILWAY COMPANY LIMITED

JOB DESCRIPTION

Department	Operating Department
Job Title	Service Delivery Officer
Reporting To	Operating Standards Manager
Position	Full Time – 37.5 hours (equivalent to 5 days) per week
Location	Tenterden
JD Review Date	January 2022
Safety Critical	This is a Safety Critical position, with responsibility for promoting the best possible standards and safety culture within the Operating Department and across the railway.

JOB PURPOSE

- To support the Operating Standards Manager by overseeing the delivery of safe, efficient and timely operation of the K&ESR operating program in accordance with the Safety Management System (SMS), Company Policy and the Commercial needs of the Railway.
- Day to day management of the Railway Experience program, staffing and delivery.
- To improve safety culture by way of regular safety audits across the railway.
- To assist with change management in accordance with the needs of the Railway.

KEY RESPONSIBILITIES

SAFETY

- Deliver the day to day planning and operation of the commercial program and other departmental requirements in a safe, professional and timely manner and in accordance with the Safety Management System.
- Support the Operating Standards Manager with regular review and amendment of the appropriate elements of the company Safety Management System and the Operating Department Standards Manual.
- Ensure day to day compliance of the Operating Competency System. Arrange and where qualified deliver training and perform assessments as required.
- Ensure that sufficient safety critical staff are trained, qualified competent, and available to meet the operating requirements of the Railway.
- Deliver and record training including the Basic Railway Safety course to Operating Department staff and other Departments as required and in accordance with the Competence System.
- Improve service delivery by identifying risks and opportunities and recommending solutions.
- Where directed assist the Operating Standards Manager with the investigation of accidents, incidents and near misses.

BUSINESS

- Liaise on a regular basis with the Commercial and other Departments, managing any new opportunities or forced changes to either program or rolling stock in a professional manner to ensure seamless delivery of programmed services.
- Plan and deliver the Railway Experience program.
- Deliver services in accordance with the Working Timetable (WTT), ensuring ongoing WTT review and continual service optimisation.
- Produce the Fortnightly Operating Notice (FON) and any other Special Traffic Notices.
- Further develop the business systems and processes within the Operating Department to maximise simplicity, business efficiency and volunteer use.
- Monitor operational performance against agreed targets and distribute monthly performance reports on activity and carryings.

- Responsible for the ordering of operating consumables including but not limited to coal, oils, rags, greases and other equipment necessary for the day to day operation of the Railway.
- Maintain in conjunction with the Infrastructure Department operating infrastructure and stores to an acceptable standard

PEOPLE

- Actively lead and develop staff to maintain high standards of performance, productivity and competence through clear direction, effective communication, coaching, performance management, training, development and relationship management.
- Continually develop and manage the performance of staff, including regular documented performance and development conversations and following-up on performance concerns.
- Manage establishment numbers necessary to deliver on the commercial needs of the Railway.
- Oversee recruitment and induction of volunteers into the Operating Department in accordance with the future needs of the Railway and required competences. Oversee induction, training and safe working.
- Manage staff cover during periods of absence or leave.

PERSONAL

- Role model the Kent and East Sussex Railway (K&ESR) in a highly professional manner.
- Undertake training to fulfil the Controller and Incident Officer roles.
- Liaise on operating matters with other departments as required.
- Cover operating duties for which you are qualified competent in the event of staff shortages or due specific training needs.
- Be prepared to work unsocial hours and weekends as required.
- Establish with your line manager quarterly targets and follow up assessments.
- Any other reasonable duties as required by the Operating Standards Manager.

KEY SKILLS

- Successful completion of Basic Railway Safety course
- Gain operational competencies as required
- Knowledge of principles of risk management
- Competent in Microsoft software and social media
- Good interpersonal and leadership skills
- High level of business analysis, organisational and planning skills
- Self-motivated and flexible
- Prioritise and think clearly under pressure
- Refine processes and introduce change
- Complete risk assessments;
- Plan and apply a critical path analysis to operating problems;

RESOURCES FOR WHICH THE JOB HOLDER IS ACCOUNTABLE

- People – Paid staff, casual and volunteer workforce
- Budget – Operating budget
- Safety – All operating.

KESR VALUES & BEHAVIOURS

- We are all One Railway. Within the K&ESR family we work together and support each other to ensure the Railway can survive and thrive.
- We operate a safe Railway.
- Each one of us, in whatever role we play, has a stake in the overall wellbeing of the Railway. We have collective responsibility for the Railway's success. We do not do "us" and "them".
- We recognise the importance of communication which should be open and transparent.

- If we disagree with anything, we do so constructively with the intention of finding a better, agreed, solution.
- We recognise that we will never have enough resource to do all that we want to do, and we look for solutions that are proportionate and practicable.
- We take pride in what we do, and in our Railway and its surroundings.
- We want our visitors to go away having had a positive experience and looking forward to coming back.
- We value our people, paid and unpaid. We treat each other with respect. We are here because we want to enjoy ourselves.
- We challenge those who do not display these values and behaviours.

SAFETY MANAGEMENT SYSTEM

- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- All employees must understand and be committed to the Kent & East Sussex Railway Safety Management System and safety priorities and be aware of their contribution to such priorities.
- All employees must also be aware of and comply with all current health and safety legislation and any other Kent & East Sussex Railway requirements that are relevant to their role.

Job Description	Prepared By	Accepted By
Name		
Signature		
Date		