

# KENT & EAST SUSSEX RAILWAY



## JOB PROFILE

This profile is in three parts. It is designed to give clarity around what the job entails (Part 1), the personal qualities, skills and experience needed to perform it well (Part 2) and the key requirements of the job that we will focus on for recruitment and selection purposes (Part 3).

### PART 1: Job Description

<b>Job title</b>	<b>Operating Manager</b>
<b>Reporting to</b>	<b>Operating and Safety Director</b>
<b>Direct reports</b>	Administration Assistant (part time) Rolvenden Yard Supervisor (part time) Responsible for the oversight of c.300 volunteers
<b>Budget holder</b>	Yes
<b>Place of work</b>	Tenterden Town Station and surrounding sites with flexibility to travel to other K&ESR sites, and occasionally across the UK
<b>Contract type</b>	Permanent full time
<p><b>Job purpose:</b></p> <p>To oversee and manage the safe and punctual operation of K&amp;ESR train operations across the K&amp;ESR owned infrastructure and other networks as defined in the Railway's Safety Management System</p> <p><b>Key accountabilities:</b></p> <ol style="list-style-type: none"> <li>1. Plan, lead and manage safe and punctual operation of all train operations on the K&amp;ESR including the rostering of staff, and risk assessment.</li> <li>2. Departmental compliance with K&amp;ESR Safety Management System and other regulatory requirements</li> <li>3. Ensure suitable numbers of trained and competent volunteers and employees to deliver all planned train services and that only those with a current complete record of their competence are rostered</li> <li>4. Budget planning and management</li> <li>5. Manage and develop the Operating Standards Manual as part of a process of continuous improvement</li> <li>6. Manage and support direct reports, controllers, crossing keepers, incident managers, footplate, guards, shunters, signalmen, station masters, station staff, and other ancillary operational grades.</li> <li>7. Undertake statutory reporting for K&amp;ESR</li> <li>8. Support delivery of charitable objectives and business plans</li> <li>9. Promotion of K&amp;ESR Purpose, vision and values</li> </ol> <p><b>Additional responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with the wider railway to ensure all timetabled and amended train services are communicated effectively.</li> <li>• Ensure suitable quantities of plant, tools, equipment and consumables are in place and maintained as required to deliver all train services and that rolling stock is correctly stabled for service.</li> <li>• Play a leading role in the development of Rules, Regulations and Instructions</li> <li>• Lead on developing and planning future train services including staffing resource requirements, improved resilience and succession planning within the Department.</li> <li>• Liaison with other K&amp;ESR Managers and Supervisors</li> <li>• Leadership of Operational emergency response and incident investigation including on-call roster</li> <li>• Maintain and develop own competence to provide resilience to operational rosters.</li> <li>• Any other reasonable duties as required by K&amp;ESR</li> </ul> <p>This job <b>is suitable</b> for someone who provides inspirational leadership to their teams and enjoys working in a variety of challenging physical environments</p> <p>This job <b>is unsuitable</b> for someone who prefers working in isolation and shies away from resolving issues.</p>	

## Part 2. Person Specification

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>Educated to GCSE standard or equivalent in at least English, maths and science</li> </ul>	<ul style="list-style-type: none"> <li>Degree or diploma</li> <li>Member of Institute of Railway Operators (or equivalent)</li> <li>Telehandler operator</li> <li>Management qualification</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>Management of volunteers</li> <li>Financial management</li> <li>Able to lead and develop teams</li> <li>Introducing and managing change</li> <li>Understanding legislative requirements for health and safety</li> <li>Effective decision making</li> <li>Risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of legislative requirements for railway operations</li> <li>Operational competence in a supervisory position or at least one of the following: <ul style="list-style-type: none"> <li>Train driving</li> <li>Signalling</li> <li>Guarding</li> <li>Shunting</li> </ul> </li> <li>Incident investigation and reporting</li> <li>Liaison with external statutory bodies</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>Strong interpersonal skills</li> <li>Ability to work under pressure and work calmly</li> <li>Problem solving</li> <li>Able to work autonomously</li> <li>Innovative</li> <li>Effective communication skills (verbal and written)</li> <li>Able to work flexibly (time and task)</li> </ul>	<ul style="list-style-type: none"> <li>Responsive to emerging customer and staff requirements</li> <li>Self-starter with strong commitment to developing self and others</li> <li>Effectively manages teams through change.</li> </ul>
<b>Other</b>	<p>The role is physically demanding in a challenging environment requiring working outdoors in all weathers.</p> <p>The role requires flexible working including evenings, weekends, and bank holidays. As well as required when on-call.</p> <p>The successful candidate will be required to undergo medical assessments for fitness and checks on right to work in the UK</p>	<ul style="list-style-type: none"> <li>Own transport and valid driving licence</li> <li>Prepared to work away from home</li> </ul>

## Part 3. Key requirements of the job

The following are core qualities and skills that we believe are critical to successfully performing the role – they are taken from the job profile. If you are applying for this job, these are key requirements you will be asked to provide evidence of on page 2 of the application form. If you are unable to provide examples of how you meet these requirements your application is unlikely to progress further.

- Demonstrate experience of successful railway operations at Supervisor level or higher
- Demonstrate experience of managing and developing multi-disciplinary teams including volunteers
- Effective time management and organisation
- Experience of successfully introducing procedures and processes to drive efficiency