

## **ROLE DESCRIPTION**

<b>Job Title</b>	Rail Operations Manager
<b>Salary Band</b>	SCP 44-50
<b>Reporting to</b>	Head of Network Performance
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Transport
<b>Team</b>	Network Performance
<b>Political Restriction</b>	N/A

<p><b>1. Primary Purpose of the Post</b></p> <p>Reporting to the Head of Network Performance, you will oversee the management and day to day operation of the Merseyrail Concession together with full operational oversight and influence of performance of the wider rail network across the Liverpool City Region</p> <p>You will lead a team alongside the Bus Operations Manager, overseeing contract management and payments to transport operators. You will collaborate with the Bus Operations Manager to ensure the delivery of services within a multi-modal integrated network.</p> <p>As a member of our integrated multi-modal Transport Team, you will be customer-focused, collaborative, and act with urgency to help deliver a world-class transport offering to residents in the Liverpool City Region.</p>
<p><b>2. Your responsibilities</b></p> <ul style="list-style-type: none"> <li>• Lead the day-to-day management of the Merseyrail Concession and work with the Bus Operations Manager to ensure the network is fully integrated into the Metro network across the Liverpool City Region (LCR).</li> <li>• Manage the operational performance of the concession using agreed Metrics and Key Performance Indicators, ensuring swift resolution of disruptions or customer-facing issues, and oversee the effective management and timely processing of payments.</li> <li>• Monitor and influence the performance of all TOCs with train paths into and out of the LCR and actively engage with all stakeholders on any rail-related issues.</li> <li>• Ensure actions and decisions taken by the concession holder or TOCs are customer-facing and act as a facilitator of actions and change.</li> <li>• Ensure the rail network is resilient and able to respond to challenges and opportunities, such as weather events or major cultural events across the LCR, in a way that always puts the customer first, - ensuring that any agreed principles and recommendations of external agencies and organisations are fully Intergrated in to daily operational regimes.</li> </ul>



- Ensure the Merseyrail Network operates as an embedded part of the Metro Network, fully integrated with local bus, active travel, and the Merseylink scheme.
- Develop and maintain strong, customer-focused, robust relationships with all stakeholders, including Operators, that focus on delivering high-quality services that meet the needs of customers in a manner that delivers value for money.
- Hold all rail operators and infrastructure owners to account for poor performance and lead on action plans in turnaround situations.
- Always put the customer first by identifying the root cause of network disruption and robustly facilitating remedial responses.
- Manage a range of key performance indicators and statistics based on operational and commercial data sets.
- Ensure accurate management information on the performance of the rail network, the quality of service provided, and justification for expenditure and service provision.
- Manage the effective and timely response to customer needs through the ongoing management of comments related to rail services, received through the Customer Relations Management system, social media, and Passenger Charter.
- Coordinate responses to technical requests for information, for example from the Department for Transport, Network Rail Operators, GBR, or other stakeholders.
- Measure contract performance and proactively manage, monitor, and review services. Manage Service Level Agreements daily in relation to the Merseyrail concession.
- Attend relevant concessionary performance-related meetings, managing KPIs and performance metrics, including MTIN, PPM, customer complaints, and any other KPIs that may arise.
- Attend TCC when appropriate.
- Work with TOCs to improve operational performance and service provision across the Liverpool City Region.
- Utilise relevant IT systems to facilitate effective network monitoring and performance.
- Plan, organise, and coordinate effectively.
- Manage resources efficiently.
- Control budgets meticulously.
- Report exceptions promptly.
- Manage and act as a key contact for the Northern Rail Franchise, the Merseyrail concession, and the Liverpool South Parkway agreement, and all other rail content management issues to maximise value for money.
- Manage risks effectively.
- Manage resources efficiently.
- Lead and manage the Rail Operations Team and the members of the Contract Management Team.
- Create high levels of employee engagement.
- Manage and maintain a high-performance culture and encourage learning.
- Recruit and select effectively.
- Lead proactively and manage people through organisational change.
- Manage absence and performance proactively and effectively.

- Ensure the service budget is managed effectively, maintaining effective budgetary controls for all rail contracts, grants, their payments, and the payments to transport operators.
- Ensure robust payment management processes are embedded.
- Manage all finances in line with financial regulations, standing orders, and corporate policies.
- Ensure compliance with concession/franchise requirements, including timetable service revisions.
- Undertake efficient rail operator reviews in a timely and robust manner, ensuring recommendations are implemented.
- Ensure service delivery and provision of value for money through a more commercially robust approach to service delivery, specifically:
  - Revenue levels
  - Punctuality/Reliability
  - Cleanliness
  - Service review and VFM
  - Contract compliance
  - Management of Curser regime
- Manage the performance of transport providers proactively in a positive, customer-focused manner, ensuring appropriate and corrective action is taken where performance falls below required standards.
- Liaise on rolling stock issues.
- Manage the continuous review of legal agreements in line with corporate objectives and agreed service review criteria.
- Maintain commercial awareness, horizon scanning, and dissemination of best practices.
- Ensure Health and Safety forms an integral part of all work-based activity.
- Ensure compliance with corporate safety systems and health and safety legislation.
- Work collaboratively with other members of the Network Performance team and other service areas within Transport and across the LCRCA to ensure a collaborative approach across the service area.

### **3. General Corporate Responsibilities**

- To ensure Health, Safety and Wellbeing of staff always.
- To act as an ambassador for the LCRCA and for the Metro network.
- All members of the Transport Team are expected to work collaboratively across all four service areas with the Team and, when required, undertake additional duties to ensure exceptional quality and delivery

### **4. Recruitment Plan**

Competency Based Interview  
Assessment

## PERSON SPECIFICATION

**Job Title:** Rail Operations Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
A relevant degree, transport qualification or equivalent professional attainment/membership – to demonstrate sufficient knowledge and professionalism to run a specialist rail team.	E	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Extensive experience at a senior management level in the heavy rail industry supported by technical practical experience from that sector.	E	A, I
Detailed knowledge of Operator's business environment.	E	A, I
Knowledge of the transport network on Merseyside.	D	A, I
Proven track record of service delivery in the rail industry	E	A, I
Proven experience in contract management	D	A, I
Proven track record of developing relationships with and leveraging influence with Stakeholders/Partners at a senior level	E	A, I
Using data to inform strategies and decision making	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Demonstrate ability to lead, manage and motivate a team whilst embedding a performance management culture	E	A, I
Programme and project management skills.	E	A, I
Ability to build and manage robust and effective relationships with stakeholders.	E	A, I
Ability to lead and motivate large multi-disciplinary teams of staff.	D	A, I
An enthusiastic and positive professional with a proven ability to motivate others.	E	A, I
Quality, time management and organisational skills	E	A, I
Strong negotiation, influencing and persuasion skills with flexibility in approach to deliver the right outcomes	E	A, I
Able to deliver and lead others, prioritising competing demands and ensuring a focus on meeting deadlines/milestones	E	A, I
Positive, flexible, responsive, dynamic and creative approach to problem solving, encouraging ideas from	E	A, I



across teams, working around constraints and challenges to translate ideas into practice		
IT literate to a high standard including Microsoft office suite	<b>E</b>	<b>A, I</b>
Proven ability to demonstrate all work practices with IT based solutions are delivered to optimise efficiency.	<b>D</b>	<b>A, I</b>

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
A passion to improve public transport services	<b>E</b>	<b>A, I</b>
An understanding of and a personal commitment to the Vision and Aims of LCR Combined Authority	<b>E</b>	<b>A, I</b>
A commitment to providing a high-quality customer service and ensuring service standards are met	<b>E</b>	<b>A, I</b>
Demonstrable commitment to diversity and inclusion, together with a clear appreciation of equalities issues	<b>E</b>	<b>A, I</b>
A commitment to achieving Social Value across all areas of work	<b>E</b>	<b>A, I</b>
Knowledge of the key issues facing a City Region.	<b>D</b>	<b>A, I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	<b>E</b>	<b>A, I</b>
Experience of/ability to contribute to a high-performance culture	<b>E</b>	<b>A, I</b>
Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect	<b>E</b>	<b>A, I</b>

### Key to Assessment Methods:

A - Application	P – Presentation	
I – Interview		