

Job Title	Rail Operations Manager
Reporting to	Senior Manager Rail
Post Number	0848
Department	Container Operations / Rail
Location	Felixstowe

Job Purpose

Execute the operational Rail plan with the resource provided and to the expected service levels. Actively manage the performance of supervisors, controllers and operative teams within the Rail functional area to maximise productivity, efficiently, whilst maintaining the safe working environment.

Main Activities and Responsibilities

Customers/Delivery

- Working with other shift Operations Managers, Senior Managers and the Day Team, drive the rail teams' performance to deliver service in line with plan, maintaining a constant visible profile with shift team.
- Liaise with internal and external teams to identify and resolve all issues which could impact service.
- Regularly review progress against plan through on-shift governance processes.
- Build and maintain a strong working relationship with Train Operating Companies (TOC)
- Put the customer experience front of mind and inspires others to do the same.
- Set clear, challenging objectives for self and others to deliver the strategy.
- Be a presence in the operational arena, leading, managing and supporting
- Support the ongoing drive towards a Plan, Deliver, and Review Methodology within the Container Division.

Financial

- Drive utilisation of every worked hour for the team / area of the business.
- Proactively seek to reduce cost through the efficient deployment of resource (prior-to and during the shift).
- Demonstrate personal and mutual accountability by role modelling and presenting a clear, shared vision for efficient operational delivery.

Change and Improvement

- Present a focused approach to embed change with best practice consistently on shift; championing new ways of operating and encouraging creative thinking
- Lead and challenge behaviour and activities to ensure resource is maximised; identify gaps or areas for development to improve performance.
- Identify and feedback opportunities for improvement in operational activities.
- Support operational project initiatives including continuous Improvement
- Present ideas and Influence others, supported with compelling evidence to gain others' support.

Safety + People

- Deliver unambiguous and authentic safety leadership to your Team, based on the HPUK Leadership guide, ensuring that the moral, legal and financial case for safety, the vision to tackle issues and the department/shift safety plan is communicated, understood and embedded in business as usual.
- Demonstrate that you fully understand the HPUK H&S Strategy and Plan, the local plan for your business area and provide evidence of safety improvements within your team supporting the agreed KPIs.
- Communicate clear targets to relevant individuals, including the context and decisions which impact delivery; build trust and confidence of others, through maintaining constructive relationships.
- Set objectives and manage performance of the Rail Supervisor and Rail Operations Centre teams, supporting the overall performance focus for all operational teams; proactively focus on delivery, efficiency and safety performance, challenging any H&S and behaviour issues.
- Encourage and lead a culture of learning and collaboration, providing opportunities for others to develop their potential.

Scope of the Role

- Reporting to the Senior Manager Rail with responsibility for up to 10 direct reports, with influence over the performance of wider operations teams across the 24 hr Rail shift patterns
- With responsibility for the management and implementation of delivery and strategy to achieve financial targets across both operational and support departments.
- The role will routinely provide peer support to other on-shift Operations Managers and actively influence the adherence of policies and procedures within the container division. The role is expected to have a collaborative approach across other departments in implementing identified projects.

Technical Skills

- Educated to A level standard; degree level or equivalent an advantage.
- A minimum of 3 years operational experience as management within a unionised workforce environment.
- Experienced in container operations or similar logistics or maritime operating environment
- A detailed understanding of Container or similar operational areas of the Port an advantage; experience in Maritime, Ports, Rail or Haulage essential.
- A clear thinker who can distil complex data driven solutions into day to day activities
- Critical thinking, experience of working with company policies, codes of practice and operating procedures.
- An excellent communicator, confident to operate at all levels within the business
- Good IT skills and technically competent to utilise a range of off-the-shelf applications as well as bespoke systems (with training)
- Deep appreciation of Safety matters, preferably hold IOSH (Managing Safely) qualification or similar.

Behavioural Skills

- Role holder will be passionate about improvement and consistency
- Ability to work in a pressurised environment that requires a high pace of change to meet deadlines
- Adaptable, Pro-Active and flexible in approach – seeks out the solution and overcomes barriers
- Be a self-starter who can work under own direction.

- To lead by example and champion desirable management behaviours as well as change / improvement initiatives
- Role holder will be credible , trusted and act with transparency
- Role holder will be an excellent stakeholder manager gaining support from non-operational teams through their approach.

Authorised by:		Accepted by:	
Manager's name:		Job Holder's name:	
Signature:		Signature:	