

## GTR Role Profile

Job Title:	Station Manager	Location:	
Grade:	MG3	Reports To:	Group Station Manager
Date Appointed:		Department:	COO

## Job purpose

To lead and develop the station teams to provide an excellent customer experience at stations ensuring great customer service, operational effectiveness and a safe environment are delivered

## Key success criteria (Expected Outcomes)

- Station teams deliver excellent customer service to all customers and positively influence PEM results and GTR customer perception.
- Day to day station operations are delivered in line with company expectations.
- Stations are maintained to the highest standards.
- Embed and develop a robust sustainable safety culture which protects our customers and employees and significantly improves overall safety performance.
- Effective service disruption plans are implemented that address customer needs.
- Increased levels of staff engagement within the team in line with GTR's vision and values.
- Ticket gates are efficiently managed to reduce ticketless travel.
- A team ethos is developed and strives to improve customer satisfaction.

## Key results area (How those Expected Outcomes will be achieved):

- Lead, engage and motivate the station team to create a consistently high performing team to meet the business challenges and customer expectations.
- Responsible for all people management activities of team including welfare, performance, attendance, disciplines, grievances and training.
- Develop the station team to ensure that all staff possesses the skills required to provide our customers with a memorable journey experience.
- Deliver a high profile management style, being visible on the station, monitoring standards, talking to customers and building relationships.
- Ensure and embed a safety culture that addresses the acceptance of risk and introduces personal accountability and ownership of safety related issues.
- Deploy front line employees during disruption to meet the needs of the customer ensuring that all company standards are met.
- Deliver a safe and reliable train service in ensuring that train dispatch related incidents and delays are kept to a minimum, as well as working on performance Visualisation Board sand improvement plans.
- Be a key player with local community stakeholders to the station(s) for which they are responsible.



- Assist in the delivery of station investments works being, including premise work and improvement works to leased areas, are carried out to the specified standards, with minimal disruption to the customer.
- Any duties as required by the Line Manager.

## Dimensions

Dimension	Value
Team size	20-50
No. direct report	
Budget	
No. internal stakeholders	
No. external stakeholders	
On Call Responsibility	Yes

## GTR Vision and Values

GTR are a values based organisation and all employees are expected to role model values and work towards achieving the GTR vision

TO BE INSERTED ONCE AGREED

## Leadership Behaviours

As a leader in GTR you are expected to possess strong technical skills and role model the leadership behaviours. These behaviours describe how you lead and manage people, work to ensure a positive customer experience, work beyond your own area of expertise and drive performance and quality.

As a GTR leader you will be measured not only on your delivery against the role but also demonstration of the required behaviours:

<b>Strategic Thinking;</b> Building Strategic Awareness Creating Innovative Ideas Increasing Adaptability	<b>Leading People;</b> Building Trust Fostering Collaboration Developing People
<b>Inspiring Performance;</b> Stakeholder Relationships Dealing with Ambiguity Communicating Effectively	<b>Driving Customer Value</b> Customer Focus Leading Change Improving Performance



## Knowledge, Skills and Experience

Core	Optional
<b>Knowledge</b>	
Knowledge of rules, instructions and Railway Group and Company standards	
Able to investigate delays and incidents with the objective of identifying immediate, basic and underlying causes, and able to make meaningful recommendations to prevent re-occurrence	
Thorough knowledge of conditions of service applicable to traincrew	
Thorough knowledge of specific GTR geography and train services	
<b>Skills</b>	
High IT literacy, Interpreting data and understanding trends including use of TRUST, SHEILA, BUGLE, GENIUS, Microsoft Office Suite and Performance Management Systems	Customer focused with strong business awareness
Ability to lead and coach a team	Innovative and creative, highly motivated and flexible
Strong interpersonal skills and ability to influence	Excellent interviewing and questioning skills and techniques
Clear communicator both verbally and non-verbally	
Planning and organisation to demanding timescales	
<b>Experience</b>	
Proven track record of line and resource management experience in a transport environment	
Experience of influencing and delivering through others	
Proven ability to plan in a rapidly changing environment Track record of delivering Customer service in a transportation industry	

## Job description agreement

Job Holder's Signature

Manager's Signature

Date

Date:



# Appendix A

## Safety Responsibilities

1. This post is required to undertake SAFETY CRITICAL WORK	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
2. This is a KEY SAFETY POST or nominated deputy	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
3. The holder of this post is identified as a KEY SAFETY MANAGER	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
4. The job requires competence in PERSONAL TRACK SAFETY	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
5. This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section 6 below)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

6. The post holder has the following specific safety responsibilities:

- Ensure that Planned General Inspections of the locations under your control are undertaken.
- Responsible for the health, safety, security, welfare and fire safety arrangements of your own staff including regular safety briefings and training as necessary.
- Ensure that actions and review on Fire Risk are undertaken at the locations under your control.
- Safety Interface with the following external parties:
- Network Rail, ORR
- Investigation of accidents occurring at the locations under your control or as requested by Safety & Environment:
- Ensure compliance with all Railway Group and Company standards for staff under your control eg. Control of working hours, safety publications and equipment, monitoring of safety communication, recruitment and selection etc
- Ensure task risk assessments are in place and updated for your area of responsibility.
- Participate in safety meetings and briefings and ensure your designated team receive safety briefings at required intervals
- Undertake safety systems audits as required by Company procedures

