

Operations Manager - Role Profile

Title: Operations Manager (OM)	Business/Department: UKTram/LRSSB	Reports to: Managing Director
<p>Purpose: Manage the operational related activities of UKTram. Lead in undertaking its statutory requirements and the requirements of its members on all Light Rail/Tramway operational matters for UKTram and when and where required, any subsidiary UKTram companies (e.g. Light Rail Safety and Standards Board - LRSSB).</p> <p>The OM will ensure that all operations based work streams are delivered in a professional and timely manner to the appropriate statutory and business bodies, as well as the internal operations of UKTram including the Board, Executive and internal management structure within UKTram.</p> <p>The OM will be responsible for researching any new innovations in the operational areas of the industry, from customer service, revenue protection, drivers, controllers and inspectors, including areas like rostering, fatigue management, human factors, simulators systems etc.</p>		
Key Accountabilities:	Key Measures of Performance:	Person Specification:
<p>Operations Manager</p> <ul style="list-style-type: none"> • Planning and implementing UKTram’s Operational related strategy/policy in the short to medium term • Management of operational response to Industry incidents and priority topic areas. • Ensure department is delivering the best service for members. • Research the latest technology, initiatives and developments that can be implemented or benefit the UK Light Rail 	<p>Delivery Function:</p> <ul style="list-style-type: none"> • Coordinate LROC Best Practice session for UKTram members in cooperation with LROC chair/vice chair and Operational Excellence days with Mainspring. • Monitor and participate in operations based Working Groups and report update and progress to the Managing Director. 	<p>Able to be flexible, which will include working away and remote working.</p> <p>Demonstrate / Role Model</p> <ul style="list-style-type: none"> • Professional • Safety conscious • Member focused • Approachable • Reliable • Team worker

Industry, whilst ensuring non-suitable, costly, risk importing systems are not imposed where not necessary on Light Rail systems in the UK.

Communications

- Liaise with Managing Director and equivalent UKTram Managers and LRSSB staff accordingly
- Maintain a liaison with ORR (Office of Rail and Road), RAIB (Rail Accident Investigation Branch) with regard to industry operational matters.
- Involvement in UK and International working groups events representing the UK and communicating our work streams and development
- Feedback UK and International working groups developments and work streams to members via the Executive

Coordination & Liaison

- Attend industry based operations seminars, meetings and participate in UK, European and International Light Rail/Tramway working groups and standards groups, also undertake talks and presentations on behalf of UKTram in these forums.
- Work with UKTram members Operations Managers, Customer Service Manager, Revenue Protection Managers, Control room Managers and personnel to ensure full industry engagement and Best Practice/knowledge transfer and sharing.
- Take a lead on digital technology development in the industry and the impacts on operational practices for members

- Work with UKTram’s subsidiary company LRSSB on Light Rail Safety and Standards where required.
- Involvement in UK and International working groups events representing the UK and communicating our work streams and development
- Feedback UK and International working groups developments and work streams to members via the UKTram Executive
- Work with the LRSSB team to develop Operational Standards and review Guidance relevant to Light Rail Operations

Membership Engagement

- Take a holistic view of performance and measure engagement, positive attitudes and input from members.
- Ensuring members see the direct impact of their performance and involvement and how this contributes to continuous development of the industry.
- Be passionate about member engagement across the business and promote company initiatives
- Manage and maintain stakeholder and member relationships at Operational level

Continuous Improvement Culture & Fit for the Future

- Demonstrate how you monitor the performance of UKTram’s Operational department to members and develop good working relationships with the direct reports, colleagues, staff and members so you can

Essential Skills

- Light Rail Operations and Customer Services expertise
- Stakeholder engagement and managing views / needs (both internal and external)
- Meet time commitments and deadlines or negotiates accordingly
- Experience of implementing a range of change management and process improvement activities
- Able to develop and implement goals and strategies based on broader industry goals
- Relevant light rail industry experience (preferably 5 years within an operations department)
- It is essential that you have at least 3 years in a Management capacity.
- A full driving license is required for the role.

Personal Skills

- Proactive attitude with a strong level of ownership
- Manage priorities effectively with enough flexibility to respond to changing needs and requirements
- Excellent verbal and written communication skills
- Able to give and receive feedback effectively
- Able to develop and sustain relationships at all levels
- Acts on own initiative and able to take a creative, innovative approach as well as work as part of a team
- Brings a pragmatic and commercially focussed approach to customer solutions

<p>Reporting</p> <ul style="list-style-type: none"> • Manage and report on the key deliverables for operational tasks. Reports to the UKTram MD, Executive and member organisations. • Make presentations to relevant industry sectors on work streams progress and developments • Report on Innovation development relevant to the sector • Ensure ‘hot topic’ areas are communicated to UKTram MD and Executive in priority order. <p>Administration</p> <ul style="list-style-type: none"> • Advanced use of Microsoft Office on a regular basis. • Lead on the analysis of the industry data to identify the operational ‘hot topics’ and take the lead on appropriate potential solutions and escalate priority operational issues to the UKTram Executive via the Managing Director and cascade to the Light Rail Operators Committee (LROC). 	<p>offer ideas and plans to optimise membership value.</p> <ul style="list-style-type: none"> • Embrace the continuous improvement of the industry and developing improvements across the operational aspects of the industry • Identify faults and work with colleagues and other departments to resolve industry issues • Promote Light Rail and UKTram/LRSSB’s benefits to the wider world. • Ensure company missions and work streams are maintained in relevant working groups • Research the latest technology, initiatives and developments that can be implemented or benefit the UK Light Rail Industry, whilst ensuring non-suitable, costly, risk importing systems are not imposed where not necessary on Light Rail systems in the UK. 	<ul style="list-style-type: none"> • Role model great personal leadership skills and possess high levels of integrity • Great work ethic including an excellent sickness record and disciplinary record. • Proactive continuous professional development. • A detailed knowledge and understanding of TPG (formerly RSP2) and associated Tramway Guidance, knowledge of Tramway terminology are all key attributes required for this role • Willingness to travel, plan and co-ordinate meetings <p>Location and Working arrangements</p> <ul style="list-style-type: none"> • Ability to work from home or remotely • Be able and willing to work away from home overnight when required • Attend the UKTram office (Birmingham) at least one day per week
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Scope: Ensure the evolving needs of UKTram and its members are satisfied by communicating and working with members and Management, our Stakeholders (Department for Transport) and statutory bodies and associations (ORR, RAIB, RIA, UTG, UITP etc.) and expedite work to both enhance membership, relationships and meet our organisational and operational objectives.

Salary: £50,000-60,000 dependent on experience.

Contract: 3 year fixed term

Secondments considered, subject to arrangements.

Application closing date: 31st December 2018

Apply with CV to: careers@uktram.co.uk