

## **East Midlands Councils/TfEM Job Description**

<b>JOB TITLE</b>	Monitoring & Performance Officer (Rail)
<b>REPORTS TO</b>	Head of Rail Improvement (East Midlands)
<b>DURATION</b>	September 2020 for the duration of the East Midlands Franchise (up to August 2027 or August 2029), subject to funding.
<b>GRADE</b>	£32,878 - £34,788

### **JOB PURPOSE**

Transport for the East Midlands (TfEM) brings the nine Local Transport Authorities in the region together under the auspices of East Midlands Councils (EMC).

TfEM is working in collaboration with the Department for Transport to provide local input into the management of the East Midlands Railway Franchise which started in August 2019 and will run for eight years with the option of a two year extension.

The primary purpose of the role is to research and assess information and data to evidence the case for improvements to rail services across the East Midlands Franchise area.

The post-holder will also support TfEMs input into other relevant franchises, consultation exercises and wider rail processes and structures, which are likely to evolve over time.

### **PRINCIPLE ACCOUNTABILITIES**

#### **1. Franchise Performance**

- Specify, undertake and (in relevant cases) commission surveys and inspections, to validate passenger and stakeholder feedback against franchise obligations.
- Receive performance reports and data and review these against local feedback.
- Undertake analysis of received and original data and prepare reports on performance and customer satisfaction.
- Provide evidence and analysis to secure improvements in line with the Franchise Agreement.
- Ensure that customer and stakeholder feedback is raised with the TOC and DfT to secure the delivery of improvements in line with the franchise agreement, accepting the legal and financial responsibility for the franchise rests with the DfT.

## **2. Franchise Investment and change**

- In consultation with stakeholders, influencing investment by the TOC through the franchise obligations, including providing data and analysis to inform the preparation of business cases.
- Help to influence and lobby other rail industry partners to secure service improvements and investment by others such as DfT/Network Rail.
- Work with the TOC to develop branding, marketing and station/train service developments.
- Work with the DfT/TOC to assess and evaluate material changes to the Train Plan and Working Timetable, taking the lead on gathering evidence of passenger need.

## **3. Wider Stakeholder Engagement**

- Assist in representing the collective views of the TfEM area to DfT and all TOCs serving the TfEM area.
- Supporting individual partners in their ambition where this does not conflict with other partner aspirations.
- Prepare performance and operational reports for TfEM partners, presenting the reports as required.
- Assist with the maintenance of regular dialogue with TfEM partners and stakeholders to provide and receive feedback on rail performance issues.
- Support the maintenance of a regular forum with appropriate TfEM partner rail/transport officers, and partners in the wider area served by the East Midlands Railway Franchise.

## **4. Community Rail Partnerships (CR/CRP)**

- Assist CRP's to develop their individual strategic direction making sure this is aligned to the DfT's CRP strategy and ACORP's guidance and oversee effective delivery.
- Assist EMR's Community team and CRP's leadership teams respecting the position that CRP's have their own local agenda and are independent of the industry.
- Support CRP's to contribute to raising patronage, reducing industry costs and increasing industry income.

## **5. Other**

- Record and analyse the key risks and threats to achieving the above and raise these risks in a timely fashion with senior management.
- Deputise for the Rail Improvement Manager as appropriate.
- The nature of the role will require travel across the region, attendance at national meetings and may require working outside of normal working hours. The post-holder may also be required to carry out any other duties, as appropriate and relevant to the role, as directed by the supervising officer.

- All staff are expected to maintain high standards of customer care, to uphold the Equality and Diversity Policy, IT policy, health and safety standards and participate in training activities necessary to the post.

## **East Midlands Councils/TfEM**

### **Person Specification**

#### **Monitoring & Performance Officer (Rail)**

##### **EDUCATION AND TRAINING**

- Degree level or equivalent qualification in a discipline relevant to the post.

##### **WORK EXPERIENCE**

- Extensive experience of collecting, analysing and presenting data to support business case development.
- Experience of undertaking inspections and surveys, procurement procedures and contract/commissioning processes.
- Experience of working with a wide range of stakeholders and partners to deliver effective outcomes.
- Experience of providing support to boards, committees or equivalent governing bodies including preparation of reports.
- Experience of working within a local authority, the rail industry or equivalent organisation, including project management, analysis and partnership working.

##### **SKILLS AND KNOWLEDGE**

- High standard of oral and written skills and the ability to present complex data in a simple and compelling manner.
- High-level of computer literacy with an appreciation of the potential of IT information management systems.
- Ability to provide sound technical advice and explain and communicate effectively to ensure clarity of understanding and action.
- Ability to find solutions to challenges/priorities and deliver changing priorities and new ways of working.
- Ability to analyse complex information and make recommendations leading to positive action.
- Well-developed work planning skills, with the ability to manage conflicting priorities and to meet demanding deadlines.

## **PERSONAL QUALITIES**

- An ability to work under pressure.
- Analytical and persuasive.
- Consultative and innovative.
- Committed to equality of opportunity and social inclusion, to provide services to a diverse range of service users, partner organisations to promote good relations and equality.

## **SPECIAL REQUIREMENTS**

- Ability to work outside office hours if required.
- Ability to travel within the region and throughout UK as required.
- Ability to work on own initiative and from a remote work setting/home