

Head of Operations

Employer:	East West Railway Company
Location:	Milton Keynes
Basis:	Permanent
Role Summary:	Unique opportunity to support to lead the shadow operations activity within EWR as the Head of Operations
Team dimensions:	Reporting directly to the Customer Services Director

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and Accountabilities

As Head of Operations Lead for the East West Rail scheme you will:

- Lead the Shadow Operator responsibilities and represent the voice of the operator and customer for the EWR scheme with emphasis to develop a digital future.
- Provide operational input into change management and operational safety and guide engineering and design decisions within the programme, ensuring that full lifecycle impacts are considered.
- Critique and input into infrastructure designs considering operational readiness ability, including input into track layout, signing, control, level crossings and possession planning.
- Develop operational strategies and capacity and oversee operational options evaluation.
- Contribute to the train operations strategy, and support franchising and timetabling activities.
- Understand and contribute to Network Rail's operation and maintenance strategy
Develop and implement operational readiness strategies and processes and manage network and asset operational readiness throughout the project life cycle.
- Upon operational ability, own the performance of the Western Section part of the railway – pulling together the outputs of the timetable, driver strategy and Network Rail operational and maintenance strategy.
- Actively manage Supplier, EPIO relationships and 3rd party relationships and work closely with other stakeholders to ensure engagement in relevant and appropriate areas of programme delivery.
- Collaborate with and influence EPIO to ensure optimum operational and service design that meets EWR's Outcomes and Customer needs
- Develop, lead and embed a culture within the EPIO and EWR co of continuous improvement
- Lead and develop a team of operational 'Subject Matter Experts '
- Identify and manage resource requirements, identifying gaps in knowledge and skills where appropriate to support delivery of the Customer/Operations programme
- Commence the development of train unit diagrams and the train driver strategy (including depot locations and driver diagrams).
- Lead the delivery of rolling stock for the whole scheme.

Role Dimensions

Reporting to the Customer Services Director.

Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required.

Experience and skills

Your skills and experience will include:

- As operations lead for the East West Rail scheme, you will have 10 years operations experience.
- with at least 5 years' experience in a senior management position, in a safety critical environment.
- Preferably, you will also have some experience of holding roles in fast paced and complex environments during the setup of a new organization.
- Relevant experience in front-line railway operations role with working knowledge of railway legal and industry process.
- Comprehensive knowledge of transport engineering with specific rail experience.
- Substantive knowledge of diverse business functions and principles (including, but not limited to supply chain, finance, customer service).
- Extensive knowledge of and experience applying practical operational readiness regimes.
- The proven ability to review and assure solutions within a complex technical environment.
- Strong analytical skills with the ability to analyse complex data (quantitative and qualitative), draw conclusions, and produce solutions and decisions.
- Experience of providing operational support for large, technical complex, safety focused regulated projects, where there are multiple, complex interfaces.
- Knowledge of relevant legislation, standards and HSE regulations
- Experience of facilitating and driving innovation in an engineering and technical environment
- Strong communication, presentation and leadership skills
- The ability to engage and work within a complex stakeholder's environment
- Confidence in dealing with high levels of uncertainty and ambiguity in a constantly changing and challenging environment.

Education and qualifications

Bachelor's degree in business management, MCIRO/FCIRO, Railway Operations and/or engineering or similar discipline or equivalent business experience and training.

Post graduate qualification in business management or equivalent is advantageous. You will need to have the right to work in the UK

What we offer:

- Competitive base salary
- Up to 20% bonus linked to individual and organisational performance
- Up to 12% employer's pension contribution
- 36 days holiday a year (including bank holidays) + up to 2 days to buy
- Life assurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk