

Head of Inclusion

- Employer:** East West Railway Company
- Location:** Milton Keynes
- Basis:** Permanent
- Role Summary:** To deliver the desired and defined customer outcomes through the implementation of the Inclusion Strategy and development of Inclusion Activity Plans. To lead on Inclusion and Accessibility in East West Railway Company, taking advantage of this unique role in influencing the East West Rail scheme at an early stage, making a meaningful difference for our customers and our people.
- Team dimensions:** Reporting directly to the Strategy & Sponsorship 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 the Head of Inclusion for East West Railway, your responsibilities and accountabilities will be;

- Lead, coordinate, develop and maintain EWR Co.'s activities, strategies and procedures to ensure EWR Co. is going to be accessible for all customers and communities.
- Work with and advise teams across EWR Co and its partners to drive accessibility and inclusion in development projects, for example working with our Customer Services team on station design and development.
- Act as a champion of Accessibility and Inclusion across EWR Co and the voice of the diverse range of customers when it comes to project and management decisions.
- Promote and uphold accessibility and inclusion within the business including projects, policies and communications.
- Identify opportunities for innovation and best practices for accessibility and inclusion.
- Build and maintain relationships with internal and external partners and stakeholders to create a customer- and community-centric work culture, to share knowledge and to support collaboration.
- Lead and develop the cross-functional Inclusion Steering Group.
- Work together with the People and Culture Team to develop the Inclusion and Diversity training strategy for EWR Co.
- Provide thought, leadership and innovation, reacting to trends in customer experience and inclusion, and the changing expectations within the transport industry and other sectors.
- Monitor EWR Co's performance against its metrics for Inclusion and Accessibility.

Role Dimensions

- Reporting to Strategy and Sponsorship Director
- The Inclusion Strategy of EWR Co is sponsored by the CEO, Simon Blanchflower CBE.
- The role will include matrix style working with all directors in the organisation including Strategy, People and Culture, Customer Services, Engineering, Delivery, Corporate Services, Health Safety Security and Quality and Legal.
- Given the early stage of the project it is likely that the nature of the role may evolve as the project progresses.

Experience and skills

Mandatory

- Extensive previous experience leading accessibility and inclusion programmes and in the role as a subject matter expert for a customer-facing organisation.
- Significant accessibility and inclusion knowledge in relation to a wide range of customer groups.

- Experience advising senior leaders about accessibility and inclusion.
- Demonstrable experience in developing and implementing an accessibility and inclusion strategy for a customer-facing organisation.
- Working knowledge of relevant legislation which relates to and impacts the field of work.
- Excellent knowledge of general business processes and organisational frameworks, such as goals, strategy, culture and structure.
- Excellent presentation and communications skills.

Desirable

- Working knowledge of relevant railway and transport legislation.
- Experience with implementing an Inclusion and Diversity training strategy.
- Experience in delivering and/or developing Inclusion and Diversity training or Disability Equality Training.
- Experience in developing an Equality Impact Assessment approach for a large organisation with external stakeholders.
- Lived experience perspective relevant to the role when using trains and public transport and ability to share this experience

Education and qualifications

- A bachelor's degree or relevant professional experience.
- You will need to have the right to work in the UK

What we offer:

- Competitive base salary
- Quarterly bonus scheme based on individual 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