

# Operations Executive

# Operational

# Performance

<b>Employer:</b>	East West Railway Company
<b>Location:</b>	London initially, then based in the Oxford-Cambridge corridor
<b>Basis:</b>	Permanent
<b>Team dimensions:</b>	Reporting directly to the Head of Operations

Would you like to be at the forefront of the changing landscape of the rail industry?

## A little bit about us:

East West Rail is a proposed new rail link between Oxford, Milton Keynes, Bedford, Cambridge and potentially beyond. As part of the wider plans for this strategically important corridor, it is one of the most high profile infrastructure projects in the UK today. The new railway will improve local connectivity and serve as a catalyst for economic development and the creation of new housing, as well as significantly reducing existing journey times.

## Key accountabilities:

A unique opportunity to support the development of a nationally significant infrastructure project currently in its initial stages through supporting the development and implementation of the operations performance strategy and capabilities in this new organisation.

As Operations Executive – Operations Performance you will:

### Performance and KPI

- Identify Western Section options for performance and KPI's applicable for service, including Performance targets for EWR Co services for inclusion in franchise or alternative operator agreements
- Identify Central Section options for performance and KPI's applicable for service, including: Develop of performance KPI's for inclusion in the operations ITT

### **Timetables and diagrams**

- Work with NR to define train plan for Western section, including challenging established practices
- Develop outline diagrams for rolling stock and traincrew
- Lead the timetable development for the Central section including:
  - Development of the train plan, informing the infrastructure design based on the requirements of the timetable.
  - Production of indicative diagrams and timetables for inclusion within the ITT
  - Inform design criteria for rolling stock

### **Service Quality and KPI**

Identify options for Service Quality and KPI's for the Western Section, including:

- Development of service quality regimes for inclusion in service requirement until 2027
- Development of the KPI regime and its application for inclusion in the service requirement until 2027

Identify options for Service Quality and KPI's for the Central Section, including:

- Defining the full-service quality regime for EWR Co services for inclusion within ITT
- Define and develop the KPI regime and its application within the ITT

### **Communications plan**

Develop in conjunction with key parties the Communications plan for the operational railway, including:

- Communications plan for the EWR Co operational elements including interfaces with the rail industry
- Define and develop the customer communications interfaces and requirements
- Develop the wider EWR Co operational communications plans including defining and developing the customer communications interfaces and requirements for inclusion within the ITT

### **Security plan**

Develop in conjunction with key parties the Security plan for the operational railway, including the development of the operational security requirements and plan for the EWR Co railway Western section and inclusion within the ITT for infrastructure and operational ITT.

### **Further responsibilities**

- Proactively look to drive cost, time and wasted effort out of programmes
- Support the EWR Co. commitment to customer service and an excellent customer journey
- Take responsibility of your own and others' health and safety by adopting and working to the EWR Co. Health and Safety principles
- Co-operate with EWR Co. in all matters relating to health and safety, including following safe working procedures at all times
- Act as a role model for EWR Co.'s vision and values, behaving in ways that are aligned with EWR Co.'s Ways of Working, as well as encouraging and supporting others to do so too

- Promote diversity in the workplace and adopt appropriate behaviour when interacting with colleagues

## You should apply if you have:

### Essential skills and experience:

As Operations Executive, Operations in to Service for the East West Rail scheme, you will have 5 years' experience in a comparable role, 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 organisation.

Your skills and experience will include:

- Relevant experience in trial running and system demonstration in a front-line railway operations role
- 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)
- Working knowledge of rail industry legal rules and guidelines
- Good 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, technically complex, safety focussed and regulated projects, where there are multiple, complex interfaces
- Working knowledge of best practice in an engineering and technical environment across the asset lifecycle
- Knowledge of relevant legislation, standards and HSE regulations
- Experience of facilitating and driving innovation in an engineering and technical environment
- Experience and strong understanding of working in matrix team working environments
- Strong leadership, people and team management skills
- Excellent communication and presentation skills
- Strong ability to engage, influence and manage stakeholders

### Education and qualifications:

- Bachelor's degree in business management and / or engineering or similar discipline or equivalent business experience and training

You will need to have the right to work in the UK.

## **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](mailto:recruitment@eastwestrail.co.uk)**