

# Operations Executive – Operational Development

<b>Employer:</b>	East West Railway Company
<b>Location:</b>	Milton Keynes
<b>Basis:</b>	1 x Permanent and 1 x Interim - Perm
<b>Role Summary:</b>	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 strategy and capabilities in our organisation.
<b>Team dimensions:</b>	Reporting directly to the Head of Operations

## 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 Operations Executive you will have responsibilities and accountabilities related to:

### **Operations**

Development and delivery of the operational elements and Operational plans, including but not limited to the following:

- Design review of outputs and development of the operational concept
- Working cross-functionally to identify how EWR can operate in an innovative and different manner
- Development of future staff and delivery methods. Including development of station staffing options for new and existing stations.
- Specification development of station fit outs based on our Customer Vision
- Development of the customer experience and standards (in conjunction with the Customer Strategy team) and its operational application.

Development and delivery of the operational plans for the future railway to Cambridge (Central Section), including but not limited to the following:

- Design reviews of Central section elements
- Development of the operational specification based on the Enterprise model that is chosen
- Development of the functional requirements for the stations, control centre, staff facilities and interfaces for inclusion within an ITT.

### **Franchise plan**

- Assist in the development of the franchise plan to inform discussions with the DfT, including but not limited to developing and identifying the best options for operating services by the end of the decade
- Development of the Central Section model for operation, identification of options followed by a defined model

### **Network control**

Develop and agree the Network Control arrangements including, but not limited to:

- How, who and where will management of the EWR Co services be undertaken
- How and who will manage the infrastructure
- Interfaces and agreements with other operational areas

Develop and agree the Network Control arrangements for the Central Section and the subsequent full route including, but not limited to:

- Identify how the EWR Co Operational railway will be managed and controlled
- Defining the requirements for the ITT to be issued for operations.

### **Operations Concept**

Develop the operational concept for EWR Co including the Western Section services, but not limited to:

- Explanation of the system and its operation
- Explanation of how the services, rolling stock, depot and stations will operate
- Explanation of interfaces and the procedures that are in place
- Refine the full EWR Co. Central Section operational concept

### **Further responsibilities**

- Close working relationship with the wider EWR Co team including Engineering, Strategy and Delivery functions
- Input into the Business Case process for EWR including capital and operating costs
- Commitment to an embedded risk and opportunities culture at EWR Co
- Proactively look to drive cost, time and wasted effort out of programmes
- Support the EWR Co. commitment to customer service and our Customer Vision
- 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

## **Team dimensions**

- You will be reporting directly to the Head of Operations
- 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**

As Operations Executive for the East West Rail scheme, you will have a minimum of 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 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 of writing plans and procedures
- 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 focused 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 railway operations or similar discipline or equivalent business experience and training

## **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)