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| 3.7 | <p>They are responsible for:</p> <ul style="list-style-type: none"> • acting as a "line / area lead" focused on addressing business & safety performance problems and has authority to intervene in and direct day to day service performance issues • responsible for the delivery of the 5 STARS plan of which Safety is one component • work closely with the Group Station Managers, Operational Development Managers (Stations), Implementation and Integration Managers and Reliability Improvement Managers to co-ordinate short-term improvement projects • Monitor business performance data to identify trends and propose strategies for improving the performance of the line / area for which they are accountable • Work with the Infrastructure Company support service and corporate departments on behalf of their line / area to deliver improved asset performance • represent the Line Manager during investigations, disciplinary / appeal hearings and regular trade union meetings • undertake Safety Tours to the frequency / standard laid down in HSEMS • ensure that the competence assurance and safety critical licensing processes are adhered to and maintained • undertake service disruption analysis and produce service contingency plans. |
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4c.4.2.21 DUTY STATION MANAGERS

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| 3.7.1 | <p>Are responsible for:</p> <ul style="list-style-type: none"> • deploying staff to meet service, legal and safety requirements • monitoring hours worked by station staff • undertaking regular safety inspections • liaising with emergency services as necessary • managing incidents and emergency situations • identifying training for staff including assault awareness and customer awareness training • coaching and training of staff through the performance & development and staff monitoring processes • managing staff performance; and • ensuring that safety critical refresher training and licence renewal occurs before expiry dates. |
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4c.4.2.22 STATION SUPERVISORS

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| 3.7.1 | <p>Are responsible for:</p> <ul style="list-style-type: none"> • deployment and supervision of Customer Service Assistants and Station Assistants Multi-Functional • opening and closing the station • regularly inspecting the station to monitor safety, security and operational matters • reporting defects to the Fault Reporting Centre • making sure that the station complies with Section 12 fire requirements if applicable • recording incidents for evidence and future investigations • making sure that contractors' and suppliers' staff do not adversely affect the integrity of station operations and have the required authority and or licences to enter controlled access areas • withdrawing permission for supplier access where circumstances warrant this in accordance with Operational Assurance. • co-ordinating the local response to emergency situations, directing controlled evacuations and |
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