

**Midland Metro Limited (MML)**  
**Infrastructure Production Manager**

<b>Post Title:</b>	Infrastructure Production Manager
<b>Department:</b>	Engineering
<b>Location:</b>	Midland Metro Ltd, Wednesbury Depot, Potters Lane, WS10 0AR
<b>Reporting to:</b>	Head of Engineering
<b>Direct Reports:</b>	Maintenance Team Leaders and Infrastructure Coordinator
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• To support Midland Metro Ltd.'s mission which is to provide a safe and dependable tram service.</li> <li>• To manage the Infrastructure Maintenance Team in delivering a safe, compliant, efficient and economic maintenance service for the West Midlands Metro infrastructure.</li> </ul>
<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Deliver, through the Maintenance Team Leaders, the maintenance plan, ensuring exam tasks are being completed on time and to the required technical and quality standards, in compliance with the planned maintenance schedule, the Safety Management System (SMS) and statutory and regulatory requirements.</li> <li>• Ensure planned preventive maintenance tasks are coordinated, distributed efficiently within the team in accordance with the maintenance plan, so that resources are deployed effectively, and their use is optimised.</li> <li>• Manage the short, medium- and long-term plan for reactive work ensuring that the proportion of unplanned work is minimised.</li> <li>• Ensure that the reactive work plan is appropriately prioritised.</li> <li>• Ensure that the reactive work plan has the appropriate labour, materials and equipment resources identified.</li> <li>• Ensure that the team is suitably equipped and deployed to be able to respond to and resolve service affecting infrastructure incidents, supported by external contracts where required.</li> <li>• Work with Materials Manager, Contract Administrator and Procurement to manage and ensure availability of spare parts, consumables, tools and equipment.</li> <li>• Monitor the maintenance budget ensuring expenditure is within agreed limits, and unplanned expenditure is allowed for through a managed risk budget.</li> </ul>

- Set objectives for the Infrastructure Team Leaders in line with the Business Plan and lead, motivate, coach and develop them to achieve these objectives.
- Be a role model – be involved in on site activities, managing and motivating the team to deliver the work right first time.
- Maintain a culture of continuous improvement to enhance the working environment and performance, promoting the use of new technology to improve effectiveness and achieve efficiencies.
- Develop and maintain a culture of a high standard of housekeeping, ensuring infrastructure workshops, material and equipment stores, vans are clean and tidy, working material is located correctly, waste materials are appropriately disposed of, tools are stored correctly, faults and defects with facilities are reported promptly.
- Implement and maintain regular team briefings including key performance indicators.
- Ensure administration processes associated with managing work (updating of AMIS or paper records, time sheets, goods receipts, invoices, near miss, accident forms etc in an efficient and timely manner).
- Ensuring team members record all work activities accurately including all preventative and corrective maintenance tasks on paper records and/or in the Asset Management Information System (AMIS).
- Ensuring team members accurately record details of faults, fault diagnosis and root causes on paper records and/or in the AMIS for reliability analysis.
- Ensuring team members accurately and consistently record asset condition data on paper records and/or in the AMIS to support lifecycle works planning
- Manage the Performance and Development Review process for direct reports.
- Support the continued development of the Safety Management System (SMS). Ensuring all requirements for working safely are captured and considered in the SMS.
- Produce monthly reports of work completed against plan, issue resolution, initiatives, KPIs.
- Participate in audits of departmental procedures and asset condition, actioning audit findings as required.
- Undertake investigation reports, participate in investigations and actively track and close out identified issues.
- Attend site as required to oversee work, inspect the condition of the infrastructure or liaise with third party contractors.
- Participate in handover into operation and maintenance of new and renewed infrastructure assets acting as “customer” for the assets
- Undertake training and competence assessments as appropriate to achieve MML specific and national qualifications.
- Ensuring all members of the infrastructure team are fully compliant with the department competency framework.

	<ul style="list-style-type: none"> <li>• Work night shifts on occasion as may be required to support emergency works or major planned overnight activity</li> <li>• To carry out on-call duties from time to time.</li> <li>• Any other duties that are appropriate to the role.</li> </ul>
<b>Training:</b>	<ul style="list-style-type: none"> <li>• Training will be appropriate for the job requirements.</li> </ul>
<b>Health &amp; Safety responsibilities</b>	<ul style="list-style-type: none"> <li>• Managers are responsible for ensuring that the safety policy is implemented within their own departments. Managers must monitor the workplace to ensure that safe conditions are maintained. Where risks are identified the manager must ensure that these are rectified, so far as is reasonably practicable. Management duties include the following:             <ul style="list-style-type: none"> <li>• Adhere to the MML SMS (Safety Management System).</li> <li>• Ensuring that employees, contractors and visitors are aware of safety procedures and any relevant legislation.</li> <li>• Establishing that all equipment, plant and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.</li> <li>• Ensure the correct working practices are followed, required PPE is used and site rules are adhered to.</li> <li>• Providing adequate training, information, instruction and supervision to ensure that the work is conducted safely.</li> <li>• Ensuring risk assessments are in place for all relevant activities and in accordance with statutory requirements and company procedures.</li> <li>• Taking immediate and appropriate steps to investigate and rectify any risks to Health &amp; Safety arising from the work activity.</li> <li>• Bringing to the prompt attention of senior management any Health &amp; Safety issues that requires their attention.</li> <li>• Ensuring that all accidents and "near misses" are properly recorded and reported and that investigation is carried out to determine casual factors.</li> <li>• Maintaining safe access to and egress from the workplace at all times.</li> <li>• Take reasonable care for their own health &amp; safety.</li> <li>• Consider the safety of other persons who may be affected by their acts or omissions Work in accordance with information and training provided.</li> <li>• Refrain from intentionally misusing or recklessly interfering with anything that has been provided for Health &amp; Safety reasons.</li> <li>• Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.</li> <li>• Not undertaking any task for which authorisation and / or training has not been given.</li> </ul> </li> </ul>
<b>Decision Making Authority:</b>	<ul style="list-style-type: none"> <li>• Authorisation of expenditure</li> <li>• Supported by Infrastructure Team Leaders and technical support, declare infrastructure fit for operation or otherwise</li> <li>• Authority to make decision in respect of infrastructure maintenance delivery</li> </ul>
<b>People Management:</b>	

	<ul style="list-style-type: none"><li>• To provide an accountable, effective, efficient and professional infrastructure maintenance service as line manager for the Infrastructure Maintenance Team Leaders and support staff</li><li>• To work effectively as a member of the Engineering team</li></ul>
<b>Legislation &amp; Compliance:</b>	<ul style="list-style-type: none"><li>• The successful applicant will be required to pass a drugs and alcohol test.</li></ul>

**Person Specification:**  
**Infrastructure Production Manager**

<b>Tasks:</b>	<b>Level of Experience</b>	<b>Desirable Or Essential</b>
<b>Work Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in leading, managing and coaching a team</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Experienced in undertaking preventative and corrective maintenance on high value safety critical equipment.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Experienced in planning and delivery of preventative and corrective maintenance</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Experienced in maintenance management in a railway / tramway environment</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Experienced in the use of computer-based test and measurement equipment.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Experienced in the use of a Computerised Maintenance Management System to plan and manage all aspects of maintenance work</li> </ul>	Desirable
<b>Education:</b>	<ul style="list-style-type: none"> <li>• Successful candidate will have completed a recognised electrical, mechanical or general engineering apprenticeship and hold an appropriate leadership qualification (City and Guilds, NVQ, ONC, HNC, HND, ILM level 3) or in a relevant discipline and a degree or hold equivalent qualifications</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Health and safety qualifications such as NEBOSH or IOSH</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Qualifications in 5S, Lean or similar</li> </ul>	Desirable
<b>Managing People:</b>	<ul style="list-style-type: none"> <li>• Experience of leading others, and ability to directly manage a team of maintenance technicians being responsible for their performance and conduct at work.</li> </ul>	Essential
<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, able to communicate effectively at all levels within and outside the company</li> <li>• Excellent written and verbal communication skills</li> </ul>	Essential
<b>Additional Qualities:</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail, including making accurate records either computer or paper based</li> <li>• Knowledge of, and compliance with, rules and regulations (internal and external).</li> </ul>	Essential

	<ul style="list-style-type: none"> <li>• Outstanding Safety Awareness gained through working in a safety critical operations and maintenance environment.</li> <li>• Thinking and reasoning skills</li> </ul>	
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• To be trustworthy</li> <li>• To be reliable and punctual</li> <li>• Can comfortably work within a team or on their own</li> <li>• Able to represent MML in a professional manner at all times.</li> </ul>	Essential
<b>Driving Through Change:</b>	<ul style="list-style-type: none"> <li>• Driving improvements in effectiveness and efficiency of maintenance tasks and work site management</li> <li>• Evaluate technology for automation of tasks or measurements and use of special tools</li> <li>• Driving the use of data to manage costs, identify trends and opportunities for efficiency improvements and cost savings</li> </ul>	Desirable
<b>Drugs &amp; Alcohol:</b>	<ul style="list-style-type: none"> <li>• To undertake drugs and alcohol testing in line with current company procedures and policy.</li> </ul>	Essential