

Midland Metro Limited (MML) – Crew Supervisor (CS)

Post Title:	Crew Supervisor (CS)
Department:	Operations Department
Location:	West Midlands Metro (WMM) Wednesbury Depot
Reporting to:	Crew Manager (CM)
Direct Reports:	<ul style="list-style-type: none"> Team of 25 Drivers/CSR's (approximately)
Role Purpose:	<ul style="list-style-type: none"> Managing the front-line operational staff. The CS will be a strong leader, an effective decision maker, and will be able to manage the day to day activities of the front-line operational staff. The CS must be pro-active, flexible and self-motivated, who leads by example. The CS will be responsible for effectively developing their team of front-line operational staff. The CS is responsible for the direct management of a team of approximately 25 staff. Providing leadership, direction and support, whilst ensuring key focus on delivering a world class service. To develop high levels of professionalism within the department.
Role Responsibilities:	<ul style="list-style-type: none"> Effective day to day management and leadership of their team, including performance, absence management, disciplinary, appraisals and communications. Ensure all equipment for Drivers/CSR's is in good working order prior to issue. Ensure enough supplies of ticket stocks are maintained. Ensure the P50 battery management system is correctly utilised. Daily input of CSR data. To support the CM in the implementation of WMM Business Plan and delivery of Key Performance Indicators. Carry out investigation reports in a timely manner. Ensure that MML Policies, Procedures and Standards are adhered to about the system. In conjunction with the CM/NM's ensure all accidents, incidents and near misses are properly recorded and reported, and that an investigation is carried out to determine the circumstances and what lessons can be learnt to support continual improvement. Carry out ride checks for all front-line staff. The ability to adopt a flexible approach to ensure a high level of performance and continued focus on the needs of the business. Ensure the customer experience is a key focus for all the front-line staff. Carry out tramway driving duties as and when required.

	<ul style="list-style-type: none"> • Ensure that all Driver/CRS shifts are covered. • Work closely with customer service to deliver correct and precise information. • Providing the best communication in relation to the service (phone, text, email Staff App Mya). • Direct liaison with internal and external departments. • Support the implication of operational plans e.g. replacement bus service, last tram service. • Attend weekly / monthly meetings as required. • Ensure efficient rostering of staff and resources to meet service requirements. • Report staffing issues to the CM and HR Department. • Provide clear and detailed reports. • Identify trends that impact performance. • To ensure that the administration of lost property is completed in a timely manner. • To purge and ensure the scan coin machine is in good working order report any faults in a timely manner. • Use AMIS and Spotlight to report any faults identified on the network. • Use Office 365 and SharePoint on a regular basic. • Responsible for sickness monitoring, absence disciplinaries and appraisals of Drivers/CSR's • Any other duties that are commensurate with fore filling the role.
Continuous Improvement:	<ul style="list-style-type: none"> • You will demonstrate how you monitor the service provided to customers, and develop good working relationships with the NCC staff, so that you can offer ideas and plans to optimise the customer experience. • Embrace the continuous improvement and operational excellence ethos by becoming involved in WMM projects. • You identify faults and work with colleagues and other department to resolve root causes repeat failures. • Ensure that you are professional and ensure that privacy and confidentiality is adhered to. • Ensure that front-line staff receive appropriate training including all safety critical tasks. • Ensure driver competencies are maintained in accordance with WMM procedures. • Identify any training requirements for operational staff. • Ensure Company Behaviours, Mission and Values are followed.
Training:	<ul style="list-style-type: none"> • Undertake continuous improvement training.
Health & Safety:	<ul style="list-style-type: none"> • Adhere to MML Policies & Procedures and the Safety Management System (SMS)
Key Measures of Performance:	<ul style="list-style-type: none"> • All trams fully staffed • Performance is also measured in accordance to the business KPI's
People Management:	<ul style="list-style-type: none"> • You take a holistic view of performance, creating a positive working environment and positive attitudes.

	<ul style="list-style-type: none"> • To proactively manage absence, attrition rates and competencies to the required standard. • Ensure employees see the direct impact of their performance on the relationship with WMM customers.
Legislation & Compliance:	<ul style="list-style-type: none"> • In common with the whole rail industry, the successful applicant will be required to pass a stringent drugs and alcohol test.

Person Specification – Crew Supervisor

Tasks:	Level of Experience	Desirable Or Essential
Work Experience:	<ul style="list-style-type: none"> • Experience in an operations department of a light rail or rail business through periods of growth and change. • Experience in managing a team of people. • Experience of managing ER cases. • Proven experience in Customer Relations or Tram Driving • Must have experience of leading a team of people • Has experience in change management. 	Desirable
Education:	<ul style="list-style-type: none"> • To hold IML level 3 to 5, an NVQ level 3 to 5 or a degree • Can demonstrate continuous professional development. 	Desirable
Managing People:	<ul style="list-style-type: none"> • To work alongside other departments within the Company. • Demonstrate strong and fair leadership. • The individual will need to demonstrate the following skills and experience; <ul style="list-style-type: none"> ○ Professional manner ○ Safety conscious ○ Customer focused ○ Approachable ○ Be able to demonstrate high level of written and verbal communication skills ○ Reliable ○ Able to work as part of a team ○ Work to deadlines • Manage priorities effectively with enough flexibility to respond to changing needs and requirements. • Able to give and receive feedback effectively. • Able to develop and sustain relationships at all levels. • Act on own initiative approach as well as work as part of a team. • Within your role you will deal with a significant amount of sensitive information, confidentiality of these details is always expected to be maintained. 	Essential
Communication:	<ul style="list-style-type: none"> • Must have excellent interpersonal skills • Good attention to detail • Excellent written and verbal communication skills 	Essential
Additional Qualities:	<ul style="list-style-type: none"> • Experience of Implementing a range of change management processes and improvement activities. • A full driving licence is required for the role. 	Desirable

	<ul style="list-style-type: none"> • Qualified tram driver (training provided if necessary). • Able to assimilate statistical information and be competent numerically. 	
Personal Attributes:	<ul style="list-style-type: none"> • To be trustworthy • To take pride in their appearance • Adhere to Policies and Procedures. • Proactive attitude with a strong level of ownership • Manage priorities effectively with enough flexibility to respond to changing needs and requirements. • Ability to develop and sustain relationships at all levels • Act on own initiative and able to take creative, innovative approach as well as work as part of a team. • Bring a pragmatic and commercially focused approach to customer solutions. • Be passionate about proactive continuous professional development. 	Essential
Driving through Change:	<ul style="list-style-type: none"> • To be a responsible team member and contribute your ideas through the correct forums 	Essential
Drugs & Alcohol	<ul style="list-style-type: none"> • To undertake drugs and alcohol testing in line with current company procedures and policy. 	Essential