

Role Profile	
Job Title	Network Manager
Team	Service Delivery
On-Call Manager	Yes
Location	Nunnery Depot & East Parade
Reporting to	Head of Service Delivery

Role Purpose

The Network Manager is responsible for safe, reliable and robust tram service operations on the Supertram network. Based in the Control Room, this role will be fully immersed in overseeing Network Coordinators and Communications teams during routine services, events and disruption. Their core purpose is to drive real-time network performance, ensuring safety compliance, and lead the response to incidents with clarity and authority. They will develop and implement improvements for colleague welfare, working practices and build a culture of continuous improvement.

The Network Manager will be able to create a collaborative working environment and be able to lead and work with both internal and external teams to achieve operational excellence.

They will support a safe and sustainable approach by focusing on key areas of activity:

- **Service Delivery** – Being the focal point of Network operations, proactively managing timetable adherence and provision to ensure a reliable service for customer both during routine services, disruptions and events. Providing data analysis of service performance to drive improvements and awareness of network challenges.
- **Disruption Management & Emergency Planning** – Developing and coordinating response plans to ensure a safe service delivery for our customers. Supporting event planning with credible solutions to improve customer experiences. Working with other departments and stakeholders to optimise Supertram operational excellence.
- **Enhancing communication flow** – Being an excellent communicator you will provide clear and concise situational updates, providing accurate information to ensure operational teams, customers and stakeholders are up to date on issues affecting the network.
- **Championing safety and risk mitigation** - Implementing safe systems of work, promoting adherence to safety critical work instructions, developing operating procedures and addressing safety concerns and supervising critical infrastructure such as power control.
- **Fostering a high-performance culture** – Defining & communicating clear strategic goals within the Control Centre, encouraging continuous improvement and developing engagement opportunities.

Delivering the highest standards of operational excellence for our employees, customers and stakeholders, you will be a role model by fostering a culture of fairness, respect and inclusivity.

This role covers 24 hours a day, 7 days a week and existing Tram Driver or Control Room competencies must be maintained.

Principal Accountabilities

- Leadership and management of the Control Centre function, supporting SYFTL in its objective in offering safe, reliable tram services and excellent customer service to our customers
- Provide situational updates to the Head of Service Delivery & SYMCA On Call Management on any Major incidents affecting our network.
- Service Performance Analysis to identify trends and key data points that will inform the business on improvement initiatives, providing Service Delivery Reports as required.
- Carry out investigations as required for incidents to identify causal factors and lessons learned.
- Leading the operational response to incidents and events.
- Building effective working relationships within the Control Centre, Crew Managers, Resource Team, Engineering and external partners to proactively address any issues at the earliest opportunity.
- Liaison with Emergency Services, SYMCA, Department for Transport, Network Rail ORR & RAIB as required.
- Overseeing the development and review of Control Room Risk Assessments & Procedures.
- Creating Emergency plans, training and exercises.
- People Management of Network Coordinators, including objective setting, training and development, absence management and appraisals
- Anticipating adverse weather by checking the forecast and making decisions to deliver the best service
- Event Planning & Management, including liaising with third parties to develop strategies for the safe management of events.
- Carry out all electrical switching and emergency isolations as required

Safety Responsibilities

The job holder must be committed to the Company's Safety Policy and be aware of their contribution, including requirement to monitor safety performance and compliance with the systems established to assist in maintaining high safety standards.

The job holder must be familiar with the safety legislation that is relevant to their post and comply with the necessary statutory requirements. These will include the Health & Safety at Work etc Act 1974, Fire Precautions Act 1971 and associated regulations.

The job holder will agree:

- To comply with all safety related rules; policies, directives and procedures.
- To take reasonable care of oneself and of other people who may be affected by one's actions and omissions at work.
- To co-operate, so far as is reasonable, regarding compliance with any statutory provisions.
- To carry out duties in accordance with the requirements of the current SYFTL Integrated Management Systems with regards to Safety, Health, Environment and Quality.

This role manages safety critical roles as defined by the Railway and other guided transport systems (safety) regulations 2009.

Person Specification

The Network Manager role requires a combination of operations experience, leadership and communications skills.

- **Service Delivery:** Proven experience within an operations role and the ability to credibly and confidently lead the team, in line with SYFTL objectives delivering operational excellence for our customers and stakeholders.
- **People Management:** The ability to effectively engage with the Control Centre team and manage issues in line with company policies, procedures and legislation.
- **Leadership Skills:** Strong leadership abilities to guide and inspire the Control Room team effectively. You should be able to motivate control room staff, foster collaborative and productive work environment.
- **Data Analysis:** You should be comfortable analysing data, making data-driven decisions, and identifying opportunities to make improvements to the business.
- **Communication and Interpersonal Skills:** Excellent communication skills are essential for effectively conveying instructions, presenting ideas, and collaborating with various internal stakeholders. Proven experience of building relationships with employees, customers, and conflict resolution.
- **Problem-Solving Abilities:** Ability to analyse situations, identify problems, and develop innovative solutions is crucial. Strong critical thinking, problem-solving, and decision-making skills are required to address issues efficiently.
- **Adaptability and Resilience:** You should be adaptable and resilient, capable of managing unexpected situations and leading your team through change.
- **Customer Focus:** A customer-centric mindset is essential in delivering excellent service and meeting operational expectations. Understanding the requirements for a performing service and consistently striving to improve the operational excellence is crucial for success.
- **Integrity and Ethical Conduct:** You should demonstrate high ethical standards, integrity, and professionalism. Upholding compliance, maintaining transparency, and fostering a culture of ethics and accountability are essential aspects of the role.
- **Continuous Learning:** Supertram and the light rail industry is constantly evolving, and as such you should have a commitment to continuous learning and staying updated with industry advancements, best practices, emerging technologies and implementing a range of change management and process improvement activities.

Knowledge required for this role covering qualifications, experience, and skills Key: E = Essential / D = Desirable	E/D
Educated to GCSE level or equivalent	E
Minimum 2 year's leadership experience	E
Minimum 2 year's tram driving experience	D
Must hold a full UK driving licence	E
Ability to analyse and solve complex problems, remaining calm under pressure	E
Background in dealing with the public	E
High standard of oral and written communication skills	E
High professional standards with the ability to work on own initiative and perform duties with a high degree of accuracy, tact and diplomacy	E
Knowledge of the wider public transport network in Sheffield and Rotherham	D
Ability to competently use relevant IT; MS Office, social media, websites, messaging services, mobile devices and two-way radios	E