

Midland Metro Limited (MML) – Driver Manager

Post Title:	Driver Manager
Department:	Operations
Location:	Wednesbury, West Midlands
Reporting to:	Head of Operations and Safety
Direct Reports:	Tram Drivers
Contracted Hours:	39 hours per week
Role Purpose:	<ul style="list-style-type: none"> • Work with the Head of Operations and Safety to create strategic direction for the driving team • The Driver Manager will be responsible for day-to-day management of all drivers at MML, they will ensure that drivers perform their duties in accordance with MML standards, policies and procedures. • They will provide support to drivers and ensure that the drivers are fully briefed and equipped to carry out their role on a day-to-day basis. • Drive performance and continual improvement to ensure that the driving team achieves its business goals. • Identify risks, opportunities, and raise at the appropriate management level. • Manage all matters of incident investigation, disciplinary at the appropriate levels for their role and with the support of the HR Department. • Manage all Employee Relations (ER) casework. • Work with the QHSE team to identify driver related incident trends and create plans for incident reduction. • Support driver recruitment with the HR Department • Manage and develop driver training with the support of the Training Academy • Manage and develop driver rosters and be proficient in the use of the supplied rostering software. • Prepare and deliver events management plans and ensure sufficient resource is allocated. • To undertake drugs and alcohol tests, post incident or cause.
Role Responsibilities:	<ul style="list-style-type: none"> • Lead the team of drivers and mentor to inspire a motivated team and develop best and company practices. • Promote continuous improvement within the driving team. • Support drivers with their day-to-day needs. • Ensure drivers are correctly equipped to carry out their duties including wearing appropriate uniform and PPE. • Update and maintain late notice cases and weekly traffic circulars in conjunction with the OCC Manager.

	<ul style="list-style-type: none"> • Maintain and develop driver related processes and procedures. • Liaison with OCC to update daily/weekly/monthly plans for staff deployment. • Escalate issues to the Head of Operations and Safety. • Manage the rostering software for the creation and day to day management of the team rosters and duty lists. • Work with QHSE team to improve operational safety and support driver operational risk assessments. • Work with the Training Academy to review/improve driver training. • Host Driver Assistance Panels to improve driver learning and driver/operational processes from incident outcomes. • Act as the point of escalation for driver issues • Undertake 1-2-1s and PDPs with the tram drivers. • Managed ER cases seeking support from HR Department. • Undertake sickness meetings and manage staff work return in accordance with MML Medical Standards. • Undertake probationary meetings as required. • Write clear and concise reports as required. • Request reports from drivers as necessary. • Review driver reports for conciseness and content. • Assist in the delivery of the customer engagement plan, carrying out surveys, meet the team sessions and promoting marketing campaigns direct to customers. • Listen to feedback from customers to identify positive changes to the customer experience – be the voice of the customer. • Accurately record detailed information and providing clear and concise information to other departmental Managers. • Develop driver related statistics that can be presented to the leadership team. • Work collaboratively with the commercial team and other partners to carry out interventions to help deliver commercial performance • Represent MML at external events and stakeholder visits. • Work with HR to recruit the right people with the right skills and competence for the MML driving role. • Assist with staff induction at driver level. • Complete any other duties which are commensurate with the job role.
Training:	<ul style="list-style-type: none"> • To attend all planned training events as and when required • To complete all training and learning opportunities to a high standard and maintain competency levels necessary for the role • To complete all mandatory or safety critical training for the job role • Oversee driver competence utilising the training academy supplied learning platform
Health & Safety:	<ul style="list-style-type: none"> • To comply with Health and Safety Instructions and directives in accordance with Company policies and procedures • To investigate any accidents, incidents or near misses including personal injury and vehicle damage and prepare a report for the QHSE team. • To attend and cooperate in any investigation following an incident, as required • To ensure compliance of drivers with the safety and environmental statements and Drugs and Alcohol policy and procedures

	<ul style="list-style-type: none"> To manage driver attendance to medical appointments to meet group 2 standards and manage staff appropriately who fail to meet group 2 criteria.
Decision Making Authority:	<ul style="list-style-type: none"> Make appropriate decisions for all tram driving staff members.
People Management:	<ul style="list-style-type: none"> The driving team members
Legislation & Compliance:	<ul style="list-style-type: none"> To ensure full compliance to the MML Medical Standards. To ensure that have good working know of all Policies and Procedure in MML SMS related to their role and area of work.

Person Specification

Tasks:	Level of Experience	Desirable Or Essential
Work Experience:	<p>The suitable candidate will be able to demonstrate the following competencies:</p> <ul style="list-style-type: none"> Excellent customer service skills and able to demonstrate a clear, customer-centric background. Proven experience in managing a large team of people. Proven experience of working in a Light Rail and or safety critical environment. Excellent interpersonal skills. Ability to work as part of a team or on their own. Able to make decisions quickly and accurately under pressure. Ability to use own initiative. Ability to use Microsoft office software, such as Word, Excel Outlook Ability to interpret rules and procedures. Use positive communication, openness, and integrity. Have a solution focused approach and be able to act independently. Flexible attitude to hours and duties. Able to communicate effectively both verbally and in writing, with internal and external contacts. Experience in managing and delivering change. 	Essential
Education:	<ul style="list-style-type: none"> Educated to a minimum of 2 GCSE level C or above, a minimum of level 3 / 4 in Leadership management, or equivalent qualification. A degree in leadership or business management 	Essential Desirable

Managing People:	<ul style="list-style-type: none"> Ability to demonstrate strong leadership qualities. 	Essential
Communication:	<ul style="list-style-type: none"> Must have excellent interpersonal skills Good attention to detail Good communication skills, both written and verbal 	Essential
Additional Qualities:	<ul style="list-style-type: none"> Proven ability to deal with drivers and able to represent the company effectively. 	Essential
Personal Attributes:	<ul style="list-style-type: none"> Demonstrate honesty and integrity. Friendly, approachable and an ability to demonstrate empathy when dealing with colleagues. Confidence to deal with difficult situations. Treat people with respect, irrespective of their background or circumstances. Ability to adapt quickly to changing operational situations and demands. Ability to make decisions under pressure. Able to develop positive and productive relationships with internal contacts. Value all types of customers and be committed to proving them with a positive experience of the company. Active listening skills that make colleagues feel like they have been heard. Ability to project authority when representing the company. The ability to retain information. Be proactive in their approach to passengers and assisting to deliver the service 	Essential
Driving through Change:	<ul style="list-style-type: none"> To be a responsible member of the management team and contribute your ideas through the correct forums 	Desirable
Drugs & Alcohol	<ul style="list-style-type: none"> To undertake drugs and alcohol testing in line with current company procedures and policy 	Essential