

# Head of Operational Programmes



## Job Purpose

The role is principally focused on leading the team through the delivery of complex, multi discipline projects which will deliver both performance and customer experience benefits including 30% more services and seats, with improved speed, frequency and reliability.

## Tasks in a Typical Week

Lead, review and enable the efficient Programme Controls to provide accurate data quality, informative analysis and robust reporting for both the 'game changing' programmes and the Safety & Operations PMO workstreams. This will supply an overarching directorate programme of all workstreams and their interdependencies within Safety & Operations and touchpoints with the wider business and Network Rail.

## Interactions

You will mainly interact with other directors and heads of departments, but you may also deal directly with a wide range of personnel such as, customer experience colleagues, driver team managers, station managers, the managing director as well as representatives from other TOCs and Network Rail.

## Responsibilities

Responsible for the implementation, management and governance of the Safety & Operations Directorate Programme Management Office (PMO) providing a management structure that standardises the project, related governance processes and facilitates the sharing of resources, methodologies, tools, and techniques.

