

Job Details			
Job Title:	Area Support Analyst		
Function:	Route Services		
Job Reports To:	Various		
Location:	Various		
Job Number:			
Family:	Support	Level:	4 Band: 5
(Full details on Family, Level and Band can be obtained from Human Resources)			
Job Purpose			
Operational delivery / KPI performance / functional best practice in accordance with statutory, regulatory, contractual, customs & excise and group policy and regulations.			
Responsible for delivering shared service activity in line with pre-agreed KPI's and SLA's, developing processes and control adherence whilst operating in an efficient environment.			
Safety Details			
1. This job MANAGES EMPLOYEES (<i>review and undertake the management accountabilities identified in the Managers' Handbook</i>)	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
2. This is a KEY SAFETY POST (<i>Section 4.1.2 of the Health & Safety Management System</i>)	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
3. This job requires SECURITY CLEARANCE (<i>e.g. Running of Special Trains</i>)	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
4. This is a SAFETY CRITICAL WORK POST (<i>Section 4.1.3 of the Health & Safety Management System</i>)	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
5. The job holder is required to hold a relevant TRACK SAFETY competence (<i>refer to the Job Description guidelines for detailed information on TRACK SAFETY competences</i>)	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Key Accountabilities			
<ol style="list-style-type: none"> Act as the departmental subject matter expert for all operational escalations, upskill and continually develop the team to drive knowledge and performance. Work with the service team to review and performance, feedback to the team and where necessary escalate concerns to the team manager. Build knowledge and understanding of the operation you work within, document processes and drive standardisation. Upskill team members to follow and continually consider improvements to processes. Responsible for understanding the full shared service operation, work with other departmental analysts to knowledge share and upskill within the subject matter expert community. Act as second line support for the query management team, aid the helpdesks teams in answering more complex queries and respond on behalf of your team. Play your part in a peer group of Analysts within the centre, focus on driving the knowledge share to the wider shared service centre and focus on key initiatives. Support an inclusive culture where individuals can be themselves and are free to challenge existing process without discouragement. Encourage a culture of operational responsibility where individuals take personal ownership for delivery. Operate within the pre-agreed control framework; embed a control mind set amongst employees. Continually reviewing the framework for adherence, where gaps are identified take personal ownership to define, socialise and embed improvements. Work with all parties to reduce risk and the cost of control. Develop / continually improve relations with key stakeholders, define and embed a customer centric culture where all team members consider the impact on customers and their future requirements Support the Network Rail better day every day initiative by overseeing the adoption of weekly focus 			

initiatives, coaching and empowering team members to innovate existing processes to drive continuous improvement in the department and wider organisation

Job Skills, Experience and Qualifications

Essential

- Demonstrable experience of managing improvement projects and processing high volume activity
- Exceptional customer focus/engagement/stakeholder management skills
- Proven influencing, networking and stakeholder management skills at senior management level.
- Experience managing, leading and motivating large multi-disciplined teams
- Proven analytical skills
- Experience of delivering continuous improvement programmes
- Demonstrable experience in leading service, process and system improvements.
- Experience working at a similar level within a multi-faceted organisation
- Excellent communication skills

Desirable

- Full or Part membership of the relevant professional body
- Occupational knowledge of subject areas
- Educated to degree level or equivalent
- Experience of managing improvement projects and processing high volume activity
- ORACLE eBusiness Suite experience

Job Description Briefing

Date Job Description issued to, discussed with and understood by Post Holder -----

Name of Post Holder: ----- Signature: -----
(I confirm I have been briefed on the requirements of this Job Description and other related documents)

Name of immediate superior: ----- Signature: -----
(I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)

Nominated Deputies

If this is a KEY SAFETY POST (2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must confirm that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description.

Name of Nominated Deputy: ----- Signature: ----- Date: -----

(As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)

If there are more nominated deputies, they should sign further copies of this Job Description.

Amended by: Jason McGovern

Dated: August 2022

Version: 1.1