

Job Details			
Job Title:	Executive Services Assistant		
Function:	Route Services		
Job Reports To:	Various		
Location:	Various		
Job Number:			
Family:	Support	Level:	5 Band: 6
(Full details on Family, Level and Band can be obtained from Human Resources)			
Job Purpose			
<p>Supply an excellent telephony and query management service to our most prestigious customers in the business.</p> <p>Assist in the delivery of local Key performance indicators and service level agreements within Network Rail Shared Services in accordance with statutory, regulatory, contractual, customs & excise and group policy and regulations.</p>			
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	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
(refer to the Job Description guidelines for detailed information on TRACK SAFETY competences)			
Key Accountabilities			
<ol style="list-style-type: none"> Accountable for the delivery of a right first time query management service to our most prestigious customers in the business. Operate an informative and inclusive executive service responding to queries via a range of communication methods, including but not limited to telephone and emails. Deliver a right first time customer service to senior stakeholders. Take ownership of delivering a quality end to end process of query, investigative and response management to the most senior stakeholders in the business. Establish firm relationships with customers and certify at every point of contact they are provided with the upmost service and updates on their queries. Operate consistency in your approach to query management Improve levels of trust when representing the executive service team with the wider shared service team and key stakeholders of the service. Take personal ownership for the activities allocated, be aware of related measures and work with others to achieve these key performance indicators within the executive services team. Develop / continually improve relations with key stakeholders, play your part in embedding a customer centric culture where all team members consider the impact on customers and their future requirements. Work with others to support a culture of operational responsibility where individuals, take personal ownership for delivery. 			

Job Skills, Experience and Qualifications			
<p><u>Essential</u></p> <ul style="list-style-type: none"> Exceptional customer focus/engagement Have a passion for customer quality engagement and delivery Proven administrative / analytical skills Experience of delivering continuous improvement Excellent communication skills, flexible and adaptive Excellent attention to detail and accuracy <p><u>Desirable</u></p> <ul style="list-style-type: none"> Good knowledge of business practices and servicing clients Educated to degree level or equivalent ORACLE eBusiness Suite experience 			
Job Description Briefing			
<p>Date Job Description issued to, discussed with and understood by Post Holder -----</p> <p>Name of Post Holder: ----- Signature: ----- (I confirm I have been briefed on the requirements of this Job Description and other related documents)</p> <p>Name of immediate superior: ----- Signature: ----- (I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)</p>			
Nominated Deputies			
<p>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.</p> <p>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) <i>If there are more nominated deputies, they should sign further copies of this Job Description.</i></p>			
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Amended by: Jason McGovern</td> <td style="width: 33%;">Dated: August 2022</td> <td style="width: 33%;">Version: 1.1</td> </tr> </table>	Amended by: Jason McGovern	Dated: August 2022	Version: 1.1
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