



## JOB DESCRIPTION

*This is not a Key Safety Post*

**Job Title:** Performance Analyst (Placement Student)

**Team:** Performance

**Location:** York

**Reports to:** Performance Manager

### **Purpose of Role**

Support the delivery of Grand Central's performance strategy, through the timely and accurate collation and analysis of performance data as well as ensuring that Grand Central's interest are protected within the rail industry's Schedule 8 Performance Regime.

### **Principle Accountabilities**

- Manage the collation of performance management data on behalf of Grand Central on a daily, weekly and periodical basis.
- Production of weekly and periodical reporting for management action on performance issues, including weekly MTIN Summary and Performance Dashboard.
- To analyse and disseminate to the relevant parties specific reports to allow areas of interest or concern to be investigated or addressed by the management team.
- Assist the Performance Manager in the construction, review and implementation of the Grand Central Performance Strategy.
- Ensure Control and Network Rail accurately reflect delay attribution, for incidents affecting Grand Central, supported by obtaining information from frontline staff.
- Resolve any delay attribution disputes, in collaboration with Network Rail, up to Level 2. Refer any Level 3 disputes to the Current Operations Manager.
- Recording of all delays attributed to Grand Central, management of Delay Resolution (to Level 2) and validation of periodical Day 42 statements.
- Support the Performance Manager and Head of Planning through

BRILLIANT BASICS

HUMAN TOUCH

STRAIGHT-FORWARD  
VALUE

BELIEF IN  
BETTER

MAKE IT  
MEMORABLE

representing the business at relevant meetings and attending RTR Control Rooms.

- To manage administration activities associated with the Delivery Assurance Steering Group and other relevant processes and projects as required.
- Manage the inputs and outputs of AEGIS.
- Draft the Performance News internal communications for sign-off by Performance Manager.
- Assist the Head of Planning in disseminating relevant information to internal and external stakeholders regarding planned alteration to the base train plan.
- Record and monitor actions arising from post-incident reviews, as directed.
- Undertake special projects related to performance and delivery assurance on an ad-hoc basis.

### **Qualification, Experience and Knowledge Required**

- Working towards a degree in a transport & logistics discipline.
- Experience or knowledge of railway operations.
- Excellent communication skills.
- Computer literate, including good knowledge of Microsoft Office products.
- Ability to work alone, but also be a part of and contribute to wider teams.

### **Desirable**

- Detailed geographical knowledge of all routes.
- Knowledge of industry systems and processes relating to performance management and reporting.
- Experience of working with Network Rail, other TOCs, contractors and external stakeholders.
- Demonstrable experience of planning and implementing projects.
- Experience of managing KPIs surrounding business performance.
- Knowledge of Grand Central traction and rolling stock.

