

The background of the entire page is a photograph of a tram (number 3036) moving along a track in front of a large, multi-story building with many lit windows at night. The tram is yellow and white, and the building is a historic stone structure. The sky is dark blue. On the left side of the page, there is a vertical bar with multiple colored lines (yellow, orange, red, pink, purple, blue, green).

KEOLIS amey

Metrolink

Job Description: Operations Planner

Department: Service Delivery

Job Evaluation Date:

Operations Planner

Reporting to:	Timetable and Resource Planning Team Manager
Manager Once Removed (MOR):	Head of Operational Planning and Delivery
Collective Bargaining Pay Group:	Business Support
Location:	Queens Road/Trafford Depot
On-call Requirement:	No

Purpose Statement:

The Operations Planner will be responsible for the production of timetables and rosters for all Operational staff based on Goal Systems, incorporating the rules and regulations, safety, and Operational Procedures and any agreed and negotiated parameters. The role will also ensure attendance at key meetings providing expert guidance on impact any work will have on planned work (such as required timetable or roster changes, adherence to agreed and negotiated parameters.)

Key Accountabilities Include:	Measurement of Performance (KPI's):
Contribute to the delivery of a high performing team through ensuring objectives, standards and key performance indicators are met.	<i>Builds and maintain relationships with key internal and external stakeholders to ensure that overall planning strategy is achieved.</i>
Contribute to building an inclusive culture, taking a zero-tolerance approach to behaviours and attitudes that go against the FREDIE culture, escalating matters to management when appropriate.	<i>Ensures that timetabling, rostering and other planning activity meets appropriate legislation and promotes an equal approach.</i>
Ensure own health, safety, and wellbeing in the workplace, ensuring the zero harm principles and just culture is demonstrated in all ways of working.	<i>Reports any issues that may have a detrimental impact of the safety of employees or the general public.</i>
Ensure compliance with relevant policies, regulations, and standards.	<i>Ensures they are up to date on all relevant policies and procedures in the business, taking steps to make themselves available for any training required.</i>
Design and produce timetables using specialist tools and systems ensuring they meet agreed parameters and guidelines and being prepared to make necessary adjustments to reflect the changing needs of the business.	<i>Production of Timetables that meet the needs of TfGM and the business.</i>
Design and produce rosters for operational staff and any other staff as required.	<i>Production of Rosters that meet the needs of the timetable and the wider business considering any union agreements, legislation and HSQE best practice.</i>
Resource Planning for any Projects, Training, or other requirements of the business.	<i>Working with internal stakeholders to allocate resource to associated tasks.</i>
Production of accurate analysis and concise reports detailing key points relating to timetabling or rosters.	<i>Production of Periodic Reporting and Analysis work, including run time analysis, resource productivity and any other associated analysis required.</i>
Attendance at key meetings to ensure that impacts from a planning/operational perspective are considered, and solutions offered.	<i>Takes part in weekly/periodic project meetings, team meetings and others to ensure planning workload is fully considered as part of the process.</i>

Skills and Experience Required:

- **Essential:** High level of Computer literacy with Advanced/Intermediate MS Office skills, particularly in MS Excel.
- **Essential:** Technical aptitude with a proven ability to master specialist IT systems quickly.
- **Preferred:** Previous experience in Resource Planning, Scheduling or Timetabling within a Transport operations environment, specifically within a contract/concession framework.
- Ability to engage and influence people to deliver an excellent outcome for KAM and our customers.
- Ability to present complex data in a clear and concise format.
- Methodical and highly analytical in approach to their work.
- Excellent problem-solving skills with an ability to think creatively.
- Commitment to developing their own capability to advance their experience and career prospects.
- Punctual, time-conscious and adept at organising their own time productively.

Financials:		Safety:	
Budget for Role:	N/A	Safety Critical Role:	No
Number of Direct Reports:	N/A	Minimum Medical Level Required:	Pre employment
Total Team Number:	4	Key Safety Post:	No