



Department
for Transport

Deputy Director, Markets (South)

Rail Market Lead

SCS Pay Band 1

Locations: London

Reference: 15200

Closing date: 23.55pm Sunday 4th February 2024



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Welcome Message

from Jim Richards,
Director Markets (South)

Rail is at the heart of the Government's sustainable transport strategy and essential to the nation's economy.

Passenger Services was established inside the Department for Transport in 2014 to ensure the Government's priorities for the passenger railway are met and to ensure that through the operating contracts let by the Department, both excellence of service for passengers and value for money for tax-payers is accomplished.

Markets (South) is one of two Markets Directorates that are responsible for robust oversight and governance of the commercial and contractual management of train operators.

The current Markets (South) Directorate covers seven Train Operating Companies (TOCs) shared between three Market teams:

- Chiltern & Anglia (c2c, Chiltern and Greater Anglia)
- TSGN & South Eastern (GTR and SET)
- Wessex & Western (SWR and GWR)

The need to recruit for this important position provides an opportunity to reshape and restructure the Markets (South) portfolio of responsibilities between the Deputy Directors responsible for leading the three Market teams. The allocation of TOCs will follow the recruitment, and the successful applicant can expect to take responsibility for a maximum of two TOCs from within the portfolio.

Each of the TOCs are transforming and adapting to meet the emerging post-Covid railway landscape. Passenger demand and travel patterns are changing, new market opportunities are being created, rolling stock fleets are being introduced, and decarbonisation and environmental improvements are being initiated.

Additionally, there is a broader agenda of workforce reform and increased collaboration across the industry that must drive efficiencies and modern practices.

The role of a Market Lead represents an important, exciting and challenging opportunity for the right candidate. Management and leadership of a dedicated team of high achieving professionals delivering train operator contracts will be critically important as business plans are delivered and initiatives are progressed against a backdrop of change and fiscal pressures.

I am looking for a passionate and committed individual to deliver the Government's ambitions, collaborating with a brilliant team to work with stakeholders (internal and external) and industry partners to deliver reform, efficiencies and benefits within the framework of the Spending Review settlement for rail. This is a fantastic opportunity to be at heart of a dynamic, changing sector.

I and my team are highly committed to improving the diversity of our management and leadership and welcome applications from all social and ethnic backgrounds, and those with disabilities.

Department Background

Very few things affect everyday life the same way that transport does. It's much more than getting from A to B. It's about enabling individuals to take part in society. To make connections to work and leisure, education and health, business and the wider world.

At the Department for Transport (DfT) we're working to improve every kind of journey. We're harnessing new technology to create safer, more sustainable transport. And, creating better connections between people and places, we're enabling greater growth opportunities for communities UK-wide. It all means that here, you are part of something very different and special.

DfT and our agencies employ around 15,000 staff, of whom about 3800 are in the core Department, and we have the largest and most complex capital project portfolio in Government, delivered principally through delivery partners including Network Rail, HS2 Ltd and Highways England.

We are looking to broaden our presence around the country and are growing new locations in Leeds and Birmingham,

Our strategic aims are:

- ♦ **Growing and Levelling Up the Economy**
- ♦ **Reducing Environmental Impact**
- ♦ **Improving Transport for the User**

More information about DfT can be found on our website [here](#)

Departmental Vision

All DfT employees are guided by the Civil Service core values of honesty, integrity, impartiality and objectivity.

Everything we do to achieve this is reinforced by our values:

- ♦ **Confidence:** to challenge, to take action, to innovate.
- ♦ **Excellence:** in our professionalism, in our delivery, in our learning.
- ♦ **Teamwork:** we are inclusive, we collaborate and we support each other.

To find out more about what it is like to work for DfT go to:

[Working for the Department for Transport](#)

[Senior Senior Civil Servants - Department for Transport Careers](#)



02 - The Role



Job Title

Deputy Director, Markets (South) – Rail
Market Lead

Location

London. Travel to other sites may be required.

We currently work on a hybrid basis with at least 60% of time working in an office location or externally (e.g. client office, site visit)

Salary

c£85,000

For existing Civil Servants, internal candidates the usual pay rules should apply, i.e. if moving on level transfer the salary will remain the same, if successful on promotion the salary will be the higher of either 10% pay increase or the pay band minimum.

Contract Type

Permanent

Security Clearance

Please note that the successful applicant will need to hold or be prepared to apply for **BPSS** clearance.

More Information

Find out more about working for the Department for Transport on the Civil Service careers site.

[Hear](#) from our Permanent Secretary, Bernadette Kelly, on what makes the Department for Transport a great place to build your career.

Background to the role

This role is one of seven Market Leads who are accountable for the delivery of passenger rail services within the Markets Directorates of Passenger Services. You will be one of three Deputy Directors within the Markets (South) Directorate supporting the Director in delivering the strategic, commercial and operational requirements for passenger services within this geographical market.

Markets (South)

This position has become available following the departure of a Deputy Director who led the Wessex & Western Market team. That role had the responsibility for the South Western and Great Western National Rail Contracts through the SWR and GWR operators respectively.

Whilst it is possible that the advertised role will replicate the previous portfolio of the SWR and GWR operators, I am considering whether to rebalance the existing TOCs across Markets (South) and change the current allocation of TOCs under the responsibility of individual Deputy Directors. The decision will depend on how the current interim arrangements work and the experience the successful candidate could bring to the Directorate.

For all Deputy Director roles as Market Leads there are common issues that will be encountered. The contracts operate in a challenging environment including, but not limited to, industrial relations issues, delivery of new rolling stock, revenue growth ambitions and developing longer term strategic operational planning. There is an ongoing focus on the affordability and value for money of the railway post-COVID in a fiscally constrained economy which creates an environment where strong commercial and stakeholder management will be particularly important in this high value market.

Job Description:

Key responsibilities of the role include:

- Be accountable for the commercial and contractual in-life management of your Market team;
- Be responsible for the delivery of the Annual Business Plans and Business Plan Scorecard evaluations for your operators and engage fully with peers to ensure a consistent and collaborative approach to delivery;
- Take responsibility for all submissions and business cases regarding your operators to the governance boards within Passenger Services, e.g. Strategic Investment Advisory Panel (SIAP), Strategic Operational Advisory Panel (SOAP) and to other Approvals Boards, e.g. Rail Tier 2 Investment Board (R2IB) and Investment Project and Delivery Committee (IPDC);
- Ensure that robust management and governance arrangements are in place for the successful delivery of NRC renewals'
- Promote the delivery of the Department's broader transport policies and strategic priorities through the NRC agreements, enabling any changes of policies through negotiation and/or influence;
- Apply contract management policies to facilitate the identification and application of best practice within the Directorate and collaboratively across Passenger Services;
- Lead a 'joined-up' approach, championing cross-team working with colleagues in RSSG, Rail Infrastructure Group (RIG), High-Speed Rail Group (HSRG) and across DfT;
- Develop and foster collaborative relationships with Network Rail Routes and Regions during the transition towards GBR;
- Be accountable for the development and management of industry and stakeholder relationships including, but not limited to, board level relationships with train operating companies and rail owning groups operating within the market, the routes and regions of Network Rail that are covered by your operators, and with other industry participants including Transport for London; and,
- Be accountable for including requirements for corporate social responsibility and ethical procurement; inclusion of, and support for community rail projects and other such initiatives.

Job Description:

Management responsibilities of the role include:

- Lead a diverse team of approx. 20-25 people, ensuring the recruitment, retention and development of high calibre individuals in a hybrid working environment;
- Act as a role model in demonstrating collaborative and partnership working with operators, Network Rail and other stakeholders in robustly delivering our commercial and contractual responsibilities;
- Provide collaborative leadership alongside other areas of the Department's rail interests including Rail Infrastructure and High Speed Rail Groups; and,
- Be a senior member of the Markets (South) and wider Passenger Services Team, playing a key role in building and improving the Department's capabilities and capacity to successfully deliver the wider rail agenda including the industry changes associated with the implementation of the Plan for Rail and rail reform.

Key challenges

- Deliver ongoing value to passengers and taxpayers through high quality in-life commercial and contract management.
- Working closely across the rail industry at a senior level to evaluate and develop operator markets, and to support the evolution of National Rail Contracts.
- Maintain and develop the resources within your team, especially in light of the contract changes and capability/skill requirements, and the evolution of the changes arising from the implementation of the Plan for Rail.

03 - Person Specification

The industry is undergoing a period of intense change with the transition to new contractual arrangements, the implementation of the Plan for Rail and the consequential impacts on the work and staff management of our teams in Passenger Services.

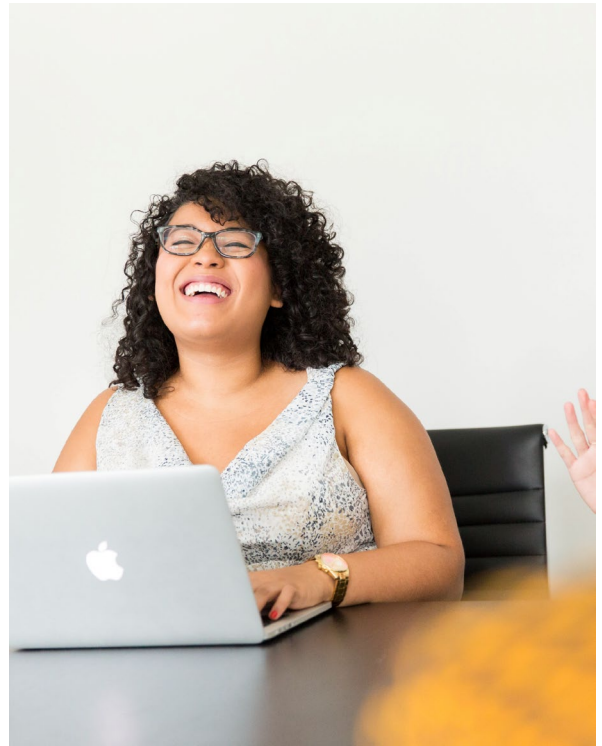
The Market Lead role requires an individual with the breadth of experience who is confident in being able to make informed, well-balanced and clear decisions in a fast-changing environment and will need to evidence the following experience in their application:

- Excellent communication and interpersonal skills with the ability to influence senior stakeholders particularly in sensitive, high-profile situations along with the political acumen to impact across Government and the rail industry;
- Knowledge and understanding of stakeholder engagement planning and programme management tools and techniques, alongside commercial capability and financial understanding in order to swiftly and thoroughly grasp and communicate complexity;
- Confidence, authority and resilience to lead colleagues to support the resource requirements of the team during this period of change, both in terms of the development aspirations of those already in post but also the recruitment and capability needs for the successful delivery of the remit; and,
- Knowledge of the structure and workings of the rail industry OR evidence to show the ability and skills to obtain this very quickly.



04 - Benefits

Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with the Department and wider Civil Service.



It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure this development is ongoing. As a Civil Service employee, you'll be entitled to a large range of benefits.

Equality, Diversity & Inclusion

The Civil Service values and supports all its employees.

We have strong and pro-active staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone irrespective of background, to achieve their potential.

Pension

Your pension is a valuable part of your total reward package.

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit Civil Service Pension Scheme for more details. >



Generous Annual Leave and Bank Holiday Allowance

25 days annual leave on entry, increasing on a sliding scale to 30 days after 5 years' service (allowance is pro rata for part-time employees). This is in addition to 8 public holidays.

This will be complemented by one further day paid privilege entitlement to mark the King's Birthday.

Staff Wellbeing

Flexible Working Schemes allowing you to vary your working day as long as you work your total hours.

Generous paid maternity and paternity leave which is notably more than the statutory minimum offered by many other employers.

Childcare benefits (policy for new employees as of 5 April 2018): The government has introduced the Tax-Free Childcare (TFC) scheme. Working parents can open an online childcare account and for every £8 they pay in, the government adds £2, up to a maximum of £2000 a year for each child or £4000 for a disabled child. Parents then use the funds to pay for registered childcare. Existing employees may be able to continue to claim childcare vouchers, so please check how the policy would work for you here. Any move to the DfT from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments.

Onsite facilities Opportunity to use onsite facilities including fitness centres and staff canteens (where applicable).

05 - Recruitment Process



Application

To apply for this post, you will need to complete the online application process via the Veredus website at www.Veredus.co.uk quoting reference 15200 by no later than 23:55 on 4th of February

The application will include:

- ◆ Some basic, personal information
- ◆ A **CV** setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.
- ◆ A Statement of Suitability (no longer than 1000 words) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the person specification.

Please note - Failure to complete both sections of the form (CV and Statement of Suitability) will mean the panel only have limited information on which to assess your application.

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular

characteristics, you will have the option to select 'prefer not to say'.

All monitoring data will be treated in the strictest confidence and will not be provided to the selection panel.

Should you encounter any issues with your application please contact:

Julie.Henrick@veredus.co.uk

The information you provide when submitting your application will help us monitor our progress in improving diversity and inclusion across the Civil Service. See the Civil Service's [diversity and inclusion policies](#) and how they are monitored for more information.

For a confidential discussion to help inform your application, please contact our recruitment partners at Veredus:

Meghan.Knight@veredus.co.uk

Karl.Robson@veredus.co.uk

Antony.Harvey@veredus.co.uk

Longlist

The panel will select a longlist of candidates whose applications best demonstrate suitability for the role, by considering the evidence provided against the essential criteria set out in the Person Specification.

Candidates applying under the **Disability Confident, Redeployment or Veterans Scheme** who meet the minimum selection criteria in the job specification are guaranteed an interview.

Preliminary Interviews

If successful at Longlist you will then be invited to a Preliminary Interview conducted by Veredus (Virtual – MS Teams)

Shortlist

The panel will review reports on those longlisted and will select a shortlist of candidates whose applications best demonstrate suitability for the role, by considering the evidence provided against the essential criteria set out in the Personal Specification

Assessment

If you are shortlisted, you will be asked to take part in the following assessments :

- Individual Leadership Assessment – a combination of psychometric assessments.

The assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Informal Discussions

Shortlisted candidates will have the opportunity to speak to Jim Richards, prior to the final interview. This is an informal discussion to allow candidates to learn more about the role and is not part of the assessment process

Interview

You will be asked to attend a panel interview where you will be asked to give a presentation and then have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the Person Specification.

Interviews are expected to take place face to face in our London office,

Outcome and Feedback

Unfortunately, due to the anticipated number of applicants for this role, we are unable to provide feedback to those not successful at longlist stage.

Timeline

The timeline later in this pack indicates the date by which decisions are expected to be made, all candidates will be advised of the outcome as soon as possible thereafter, and we will advise on any delays.

Expected Timeline

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given. Please note that these dates may be subject to change.

The anticipated timetable is as follows:

Advert Closing Date	23:55 Sunday 4th February
Longlist	12th February
Preliminary Interviews with Veredus Consultant	13th – 21st February
Shortlist	26th February
Assessment	28th February – 1st March
Panel Interviews	4th March onwards

06 - Diversity and Inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK, and the Department for Transport wants to lead the way in this commitment.



We know that working inclusively and harnessing a range of talents means solving problems better, making better decisions and delivering better public services.

We are committed to representing as broad a range of views and backgrounds as we have in UK society, focused not just on the characteristics protected under law but equally committed to greater socioeconomic diversity, greater regional diversity and to building teams where effectively harnessing cognitive diversity is the way decisions are made.

We know that diverse perspectives and experiences are critical to an effective, modern Civil Service that delivers policies and services for all of our citizens.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity and fairness are not only respected and valued – but celebrated – and where everyone can see where they belong and no one feels excluded.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us – regardless of background, working style or career experience. If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you. >



Our passion for inclusion and equality means creating a work environment for all employees that is welcoming, respectful, fair, engaging, and enriched with opportunities for personal and professional development.

We're a modern, inclusive, high performing employer. Flexible working is helping us become the organisation we need to be. It's about giving our people the opportunity to be adaptable and embrace new ways of working to improve our productivity and performance – making DfT a great place to work.

DfT was recently announced as one of The [Times Top 50 Employers for Women](#) for our work on gender equality, highlighting our dedication towards being an inclusive employer and a great place to work. We are proud to have a number of successful job share partnerships in senior roles. We are also proudly committed to building a truly inclusive workplace, through actions outlined in our [DfT D&I Strategy](#) and our [Race Action Plan](#).

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours. Read more about the [Civil Service becoming the UK's most inclusive employer](#) and [DfT's own diversity and inclusion plans](#).





Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non Departmental Bodies.

Is this role suitable for part-time working?

This role is available for full-time applicants, but we will consider those looking for flexible working arrangements and those applying on a job share basis. Please discuss your needs with the hiring manager if you are invited to interview.

Will the role involve travel?

Regular travel to other sites may be required.

Where will the role be based?

London

Relocation costs will not be reimbursed.

Can I claim back any expenses incurred during the recruitment process?

No. We will not reimburse you, except in exceptional circumstances and only when agreed in advance.

Reserved for UK Nationals

Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.

This post is not reserved.

What nationality do I need to hold in order to apply?

This job is broadly open to the following groups:

- UK nationals
- nationals of the Republic of Ireland
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\)](#) ([opens in a new window](#))
- nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)
- individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020
- Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

For more information on job nationality requirements and the right to work in the UK, see the [Civil Service Nationality rules](#) ([opens in a new window](#)) and the [UK Visas and Immigration rules](#) ([opens in a new window](#))

FAQs cont.

Is security clearance required?

Yes. If successful you must hold, or be willing to obtain, security clearance to BPSS level. More information about the vetting process can be found [here](#)

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact: Julie.Henrick@veredus.co.uk in the first instance.

Do you offer a Disability Confident Scheme for Disabled Persons?

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Confident Scheme, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Will this role be overseen by a Civil Service Commissioner?

No, however the recruitment process will still be governed by the Civil Service Recruitment Principles.

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

More detailed information can be found on the Civil Service Commission [website](#).

What do I do if I want to make a complaint?

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact eleonor.reed@dft.gov.uk in the first instance.

If you are not satisfied with the response you receive from the Department, you can contact the [Civil Service Commission](#).

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest please contact: Julie.Henrick@veredus.co.uk before submitting your application.