

Role Profile

Role:	Rail Graduate Officer
Directorate:	Rail
Salary Band:	Career grade Band 5/6
Post reference:	RA128
Job Evaluation Date:	NA
Role statement of purpose:	To develop and apply knowledge, skills and experience that support and influence rail provision in Greater Manchester. The role will support the Rail g team to work collaboratively and influence key parties such as Department for Transport, Network Rail and Train Operators, to improve rail outcomes for Greater Manchester.
Reports to:	Head of Rail Delivery
Values and behaviours:	The role holder is expected to demonstrate TfGM behaviours, including working together, achieving results, embracing change, sharing knowledge, putting customers at the heart of what we do, and contributing to a safe, fair and inclusive culture.

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Rail Service Planning (Deliver)	- Bring together data and insight on journeys made within Greater Manchester and surrounding areas to build a clear evidence base showing where rail has the greatest role to play, including key strengths, weaknesses, opportunities and threats. - Undertake market segmentation analysis to understand the needs, priorities and behaviours of different rail users across Greater Manchester. - Use market research to explain the factors driving trends in rail use, including any gaps between user and non-user expectations and the service delivered on the ground. - Develop a comparative understanding of Greater Manchester's rail performance and provision against other parts of the UK.

		Present intelligence and analysis in a clear, accessible format that supports decision-making and stakeholder engagement.
2.	Supporting Rail Operations across GM including performance, operations, engineering, events and disruption. (Deliver/Care)	- Provide insightful analysis of various rail data contributing to the production of quality assurance monthly rail operations performance reports, the multimodal report and corridor performance data. - Work with the performance team, maintain a weekly log of significant operational incidents impacting GM rail services. - Support in the production and quality assurance of reports for the Bee Network Committee and other governance reports. - Draft internal reports as required. - Work alongside the Rail Operations officer and other stakeholders to create event briefs and customer handling plans for special events and engineering works. - Produce weekly travel plans to inform customers of any planned disruption and engineering works. - Support special events and engineering on the ground at stations or within control centres working towards leading teams.
3.	Support Service Delivery and Local Commissioning (Deliver)	- Work alongside the Service Delivery manager to support appropriate challenge of GM rail operators and Network Rail in relation to reliability, safety and performance - Coordinate community rail, station safety and customer messaging. - Support in day-to-day management of rail outputs through rail reform - Deliver the rail outcomes and outputs that support GM's growth ambitions.
4.	Explain the role of rail in supporting wider economic outcomes in Greater Manchester and surrounding areas (Adapt)	- Gather wider evidence relating to GM and Northern economy to support the case for better rail provision in Greater Manchester and the surrounding area - Develop broad awareness of relevant work carried out by others quickly identifying evidence and themes that are helpful to TfGM
5.	Develops and maintains cross functional relationships with	Consistently lives TfGM values when interacting with all functions of the organisation

		key internal and external stakeholders (Care/Adapt)	- Seeks to actively participate in cross functional initiatives and activities - Keeps up to date with key developments within other directorates and departments
6.	C1	Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
7.	C2	Ensure you comply with all applicable organisational legislation and policy:	- TfGM Safety Management System (in particular Section SMS 201 Roles and Responsibilities) - Dignity at Work policy; - Information assurance and security in line with Cabinet Office requirements; - Risk management - TfGM policies and procedures - Equality and diversity legislation - TfGM Vision & Values Act in accordance with TfGM's behaviours and competencies
		Any other reasonable duties as required from time to time	

Key Interdependencies	
Key Contacts	Rail Programme Department Bus and Rail Directorate Strategy Directorate Communications and Customer Services Directorate Lobbying Considerable contact with rail industry parties (e.g. Network Rail and Train Operators), external stakeholders including business groups and representatives of neighbouring authorities. Mentor Human Resources Business Partner
Direct reports	None

Budgetary responsibility	None
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

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	ROLE: Rail Graduate Officer <i>(Knowledge, skills and experience required at selection stage)</i>
	To develop and apply knowledge, skills and experience to influence rail provision in Greater Manchester. The key aim of the role is to support the existing team on how we can best influence parties such as Department for Transport, Network Rail and Train Operators through collaborative working.
E	Essential Experience:
E1	Strong understanding and capability of using AI and how it can be used within the rail programme.
E2	Analytical, problem solving and data interpretation skills - text and numerical
E3	Ability to work to tight deadlines and meet funding and operational targets
E4	Presentation skills to present to and communicate with a variety of different parties
E5	Report writing skills including the ability to present clear evidence and business cases
E6	Computer literate with intermediate level skills in Excel
E7	Financial awareness and knowledge of cost management
E8	Information gathering and organisational skills
E9	Influencing and negotiating skills
E10	Ability to work collaboratively, make a positive contribution to teams and achieve results through others
E11	Stakeholder management and compromise
E12	Ability to work effectively on your own initiative with minimal supervision, whilst also contributing positively as part of a wider team.
D	Desirable experience:
D1	A customer focused approach - an understanding of, and appropriate response to, the expectations of TfGM and external customers the role holder must work with
D2	Demonstrable experience of policy management
D3	Knowledge of role and responsibilities of PTA/Es
D4	Broad knowledge of public transport and transport in general
D5	Awareness of dealing with projects that impact on the general public
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level or equivalent with a minimum 2:2 obtained
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Working towards a relevant professional qualification e.g. Chartered Surveyor, CITL etc.
EA	Essential Attributes:
EA1	A clear understanding of the work programme and the contribution expected of you and your colleagues.
EA2	Must live within the Greater Manchester boundary
EA3	A commitment to deliver the agreed work plan to the timescale and standards required.
EA4	An understanding of the processes in place to deliver streams of work.
EA5	An approach of ‘no surprises please’ – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors.
EA6	Shows professionalism at all times and personal behaviour that is in line with the TfGM

	statement of values and behaviours.
EA7	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies.
EA8	Punctual, good attendance and attentive
EA9	Pride in consistently delivering work to required standards and deadlines
EA10	Competent in adhering to TfGM policies, procedures and working practices.
EA11	Prepared to assist others to manage fluctuations in workload.
EA12	Demonstrates honesty, integrity and professionalism when working with internal and external stakeholders.
DA	Desirable Attributes:
DA1	