

Group Station Manager - 12 Month Fixed Term

As a Group Station Manager for MTR Crossrail you will deliver a high profile management style, leading and developing a team who are dedicated, professional, competent and passionate about providing a world class service. You will oversee the operation of a group of stations ensuring all safety standards, procedures and processes are adhered to ensuring the safety and security of all our customers and colleagues.

With a responsibility for providing strategic customer service on call response, creation of action plans and ensuring delivery of our Concession commitments our Group Station Managers are a pivotal part of MTR Crossrail's aspiration as an industry leading passenger experience for our customers.

You will have an energetic and supportive approach to our Station teams demonstrating positive leadership intentions and behaviours, focusing on success's and training to ensure the skill set of the frontline team meets requirements and continually improves our Customer Service provision.

The successful Group Station Manager will have experience of working in the rail industry and dealing with Trade Unions, a successful background in managing teams in a customer service environment, be dedicated, driven and passionate in supporting our front line staff along with maximising our customer's experience. Experience and thorough understand of sub surface station operations is essential.

As a rail operator MTR Crossrail is an organisation that values its workforce, offering career progression and providing the platform for people to grow and develop.

We also offer a competitive salary, rail concessions, childcare vouchers, a dedicated benefits station for retail and entertainment discounts and an option to join our final salary pension scheme.

If you are interested in this role please complete the application form attaching a copy of your current CV by the **31st October 2017**

MTR Crossrail Ltd welcomes applications from a diverse range of candidates regardless of background, disability or gender and is committed to creating a workforce as diverse as the communities we serve.