

## Personal Statement

An excellent communicator with a passion for the written word, I have successfully used my skills to persuade, report, advise and inform over many years. I seek new opportunities to write with passion and conviction, and communicate important messages to diverse audiences. I am flexible, adaptable and able to tackle new projects with enthusiasm and energy, and my written words have delivered great results on many occasions.

## Key Achievements

- Wrote a wide range of plans and policies, including Emergency and Crisis Management Plans, during a major rail franchise mobilisation, ensuring these key parts of the Safety Management System were signed off in time
- Developing a comprehensive Pre-Service Brief for on-train staff to ensure a high standard of service for Caledonian Sleeper guests, communicating valuable messages from daily conference calls with delivery partners
- Wrote a Safety Management System for the Scottish Railway Preservation Society, under significant time pressure
- Wrote a report highlighting problems with a busy London Underground station, and through a carefully constructed business case, obtained £400k of funding for repairs and improvements

## Career History

*2020 to present: Columnist, The Idler Magazine*

- Writing six 1500-word columns a year, and providing accompanying photography
- Subjects covered include Scottish bothies, using old computers, analogue photography, Filofaxes as an organisational tool and the variety of short-wave radio stations

*2019 to present: Product Officer, The Ticket Keeper Ltd*

- Providing support and training to the users of Avocet, a mobile rail ticket issuing system developed by The Ticket Keeper and supplied to a number of Train Operating Companies. This included writing instruction manuals and quick-start guides for a range of the system's functions
- Testing new software releases, and writing up test reports to demonstrate the system's compliance with rail industry standards

*2019 to 2020: SMS Project Officer, Scottish Railway Preservation Society*

- Wrote a Safety Management System document to ensure the Scottish Railway Preservation Society meets its legal obligations, and operates in a safe manner
- Ensured departments within the organisation supplied the necessary supporting documentation, and were operating in compliance with the Safety Management System
- I also undertook the voluntary role of Incident Reporting Officer, ensuring any operational incidents or near-misses are accurately logged, with any follow-up actions correctly identified and carried out – this involved ensuring clear and concise written reports were submitted to regulatory bodies

*2017 to 2019: Analyst, Frazer-Nash Consultancy Ltd*

- Used rail industry expertise for a wide range of clients, in projects such as franchise bids, rolling stock renewal and refurbishment, safety case approvals for new technology, and revised overhaul programmes to improve reliability
- Produced an extensive range of documentation, including reports, safety cases, procedures, instructions and proposals, ensuring clarity, accuracy and compliance with clients' house styles

*2015 to 2017: Production Support Manager, Serco Caledonian Sleepers Ltd*

- Provided support during the franchise management process, and writing Safety Case documentation – I wrote Emergency and Crisis Management Plans from scratch, and updated a range of other documents for the new business
- Chaired regular conference calls with maintainers, controllers and Guest Service Centre to ensure any potential problems with services were identified and dealt with in advance, with call actions and outcomes minuted and distributed
- Designed, wrote and distributed a comprehensive daily Pre-Service Brief to ensure train crews were aware of any changes to services, and any issues with rolling stock – this was a major initiative to improve the standards of communication to staff, and resolve issues with service delivery

*2014 to 2017: Co-ordinator, First Rail Support and Abellio Rail Replacement*

- Supervised operation of buses and coaches during rail engineering works and at events (such as the 2014 Ryder Cup), assisted customers and provided information
- Acted as Duty Manager during a major six-week line closure between Edinburgh and Linlithgow, supervised a large team of staff and ensured an intensive service of buses operated safely and reliably

*2012 to 2014: PPI Claims Administrator, Black Horse Finance*

- Processed complaints relating to mis-selling of Payment Protection Insurance, using information on bank systems to determine whether a mis-sale had taken place
- Wrote up my findings clearly and concisely, ensuring that my reporting was accurate and fair for the customer

*2011 to 2012: Stakeholder Relations Supervisor, First Scotland East*

- Handled a wide range of customer-facing communications at this large bus company, including enquiries and complaints submitted by post, email and phone – many of my responses were sent out by post, so I ensured letters were accurate, professional, informative and met the house style of the company
- Successfully managed a significant backlog of complaints

*2010: Tram Information Assistant, Edinburgh Trams*

- Welcomed visitors on board a completed tram, placed on display in Princes Street during the construction phase
- Discussed progress and benefits of the projects with a diverse audience, making full use of my communication skills – survey work indicated 75% of visitors were more positive about the project following their visit

*2007 to 2009: Project Manager, Network Rail Infrastructure Ltd*

- Wrote and implemented an Operational Readiness process for the Thameslink Programme, liaising with project teams to plan, organise and deliver work on time
- Chaired regular project progress meetings, ensuring action points were clearly minuted, and updated Project Dashboards to ensure all project managers were aware of potential issues
- Ensured on-time opening of St. Pancras International Low Level station, by prioritising essential work after delays to the construction programme

*1999 to 2007: Various positions, London Underground Ltd*

- Wrote instructions for new digital technology introduced at stations on the Jubilee Line Extension
- Wrote, edited and issued the Managers' Daily Review to senior staff, ensuring it accurately reported incidents on the system in accordance with agreed standards and style
- Dealt with immediate response to July 2005 terrorist attacks, supervising the safe evacuation of the system and liaising with emergency services
- Assisted with a major redesign of rules and procedures documentation for station staff, ensuring information was updated to reflect changing working practices and new technology
- Wrote a report proposing solutions to a range of issues at a busy station, and successfully obtained £400k of funding for repairs and improvements

## **Education and Professional Membership**

- 2004, Aston University: Postgraduate Diploma in Passenger Transport Management
- 1999, Oxford Brookes University: Transport Planning with Business Administration and Management
- 1996, East Surrey College: City & Guilds Foundation in Railway Studies
- Member of Institution of Railway Operators

## **Personal Interests**

- I enjoy hiking in remote areas, which keeps me fit and enables me to indulge my passion for landscape photography
- I volunteer for the Mountain Bothies Association, helping to look after a bothy in the Scottish Borders – this open shelter is available for all to use, free of charge, in order to increase access to the outdoors
- I enjoy blogging at [www.journeyman.online](http://www.journeyman.online), and I also write over a hundred personal letters a year to penpals and friends around the world