

## Lee Osborne

Based in Central Scotland – able to travel and work remotely

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### PROFILE

- Qualified and experienced Railway Operations, Projects and Service Delivery professional with a successful background in the UK transport sector
- Excellent written communications with experience in writing technical documentation, articles, blog posts and reports
- Experience includes London Underground, Network Rail, Caledonian Sleeper, Edinburgh Trams and noted transport consultancy firms Frazer-Nash and First Class Partnerships
- As a British/Irish dual national I can work without restriction across the European Union

### KEY SKILLS

- Excellent written communications
- Stakeholder management
- Developing procedures and instructions
- Observation skills
- Problem-solving
- Operations management
- Extensive knowledge of travel and transport
- Safety and risk management
- Project management
- Photography

### SELECTED PROJECTS

- Used project management skills and operational experience to ensure on-time opening of St. Pancras International Low Level station
- Wrote a range of plans and policies, including Emergency and Crisis Management Plans, during the Caledonian Sleeper franchise mobilisation, ensuring these key parts of the Safety Management System were signed off in time
- Writing a regular magazine column about creative use of old technology
- Developing a 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
- Successful management of operational incidents, including diversion of Caledonian Sleeper trains following flooding, and London Underground's immediate response to the terrorist attacks of July 2005
- Wrote Safety Management System for Scottish Railway Preservation Society, covering their operations as a heritage railway, museum and main line railtour operator
- Designed user interface and wrote instructions for new touch screen telephones on London Underground's Jubilee Line Extension

### QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

- Association for Project Management: APM Introductory Certificate in Project Management
- Member of Chartered Institution of Railway Operators
- Postgraduate Diploma in Passenger Transport Management - Aston University
- Transport Planning with Business Administration and Management -Oxford Brookes University
- City & Guilds Foundation in Railway Studies - East Surrey College
- Operational training with London Underground, including Station Supervisor Core and Operating Official

## TRANSPORT CAREER HISTORY

### **Product Officer (P/T Consultancy Role) , [The Ticket Keeper Ltd](#) 2019 to present**

- Providing support and training to the users of Avocet, a mobile rail ticket issuing system developed by The Ticket Keeper and supplied to several key Train Operating Companies
- Setting up and supplying correctly configured equipment to users during a major project to deploy nearly 800 ticket-issuing kits, with tight deadlines
- Providing regular rail industry news updates to managers, enabling new opportunities to be identified

### **Freelance Project Consultant, [First Class Partnerships \(now CPCS\)](#) 2020**

- Conducted a review of depot capacity for a major rolling stock manufacturer
- Identified spare capacity allowing the manufacturer to supply their products to new customers

### **SMS Project Officer, [Scottish Railway Preservation Society](#) 2019 to 2020**

- Project managed and 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

### **Senior Engineer, [Frazer-Nash Consultancy Ltd](#) 2017 to 2019**

- 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
- Managed client relationships, including invoicing and developing bids for new work

### **Production Support Manager, [Serco Caledonian Sleepers Ltd](#) 2015 to 2017**

- Provided project management expertise during the franchise management process, developing Safety Case documentation and finalising agreements with outgoing franchisee and Delivery Partners
- 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
- Designed, compiled and distributed a daily Pre-Service Brief to ensure train crews were aware of any changes to services, and any issues with rolling stock

Between 2010 and 2014, I undertook temporary roles while relocating to Scotland and developing my consultancy and contracting business (see below for details).

### **Project Manager, [Network Rail Infrastructure Ltd](#) 2007 to 2009**

- Designed and implemented an Operational Readiness process for the Thameslink Programme, liaising with project teams to plan, organise and deliver work on time
- Managed multiple aspects of the programme where interface with London Underground took place, making full use of my extensive operational experience

### **Graduate Trainee, Duty Station Manager and Network Operations Manager [London Underground Ltd](#) 1999 to 2007**

- Successfully project managed deployment of new equipment at stations for the Jubilee Line Extension project
- 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
- Used operational experience to project manage introduction of a major digital radio system on three lines

## TEMPORARY, PART TIME AND VOLUNTARY ROLES

### **Event Assistant, [Edinburgh Trams](#) 2021 to present**

- Providing customer service and operational support at major events at Murrayfield Stadium, ensuring safety is maintained when trams are very busy
- Assisted customers with alternative travel while part of the line was closed for engineering work

### **Maintenance Organiser, [Mountain Bothies Association](#) 2019 to present**

- Part of a team responsible for routine maintenance, security and development for Will's Bothy, an open shelter for walkers in the Scottish Borders
- Involves periodic site visits, attending regular meetings and dealing with reports of problems at the bothy

### **Columnist, [The Idler Magazine](#) 2019 to present**

- I write a regular column about vintage technology, and how to use it for fun, creativity and work
- I have also written a travel piece about using bothies in Scotland

### **Co-ordinator, [First Travel Solutions](#) and [Abellio Rail Replacement](#) 2014 to 2017, and 2022 to present**

- Supervise operation of buses and coaches during rail engineering works and at events (such as the 2014 Ryder Cup), assist customers and provide 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

### **Volunteer, [Scottish Railway Preservation Society](#) 2011 to present**

- Member of the "Monday Squad", a group responsible for civil engineering and track repairs
- Volunteer in the Museum of Scottish Railways, helping to maintain exhibits and greeting visitors
- Member of the operations team, responsible for incident reporting

### **PPI Claims Administrator, [Black Horse Finance](#) 2012 to 2014**

- Processed complaints relating to mis-selling of Payment Protection Insurance, using information on bank systems to determine whether a mis-sale had taken place
- Responsible for managing my own caseload in an environment with strict quality control and demanding targets, prioritising work to ensure all complaints were handled within specified response times

### **Stakeholder Relations Supervisor, First Scotland East (now [McGill's Scotland East](#)) 2011 to 2012**

- Handled a wide range of customer-facing communications at this large bus company, including enquiries and complaints submitted by post, email and phone
- Successfully managed a significant backlog of complaints and ensured communications were always of a high standard

### **Tram Information Assistant, [Edinburgh Trams](#) 2010**

- Welcomed visitors to a completed tram, placed on display in Princes Street during the construction phase
- Discussed progress and benefits of the project 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