



Head of Performance (Norwich – Full Time – Permanent)

Stadler Rail Service UK (SRSUK)

Job Title: Head of Performance East Anglia

We are Recruiting!

Are you passionate about the future of rail transport? Do you want to be part of a team that's shaping the next generation of trains using cutting-edge technology? Look no further! Join us as a Head of Performance East Anglia. Our current depot locations are in Cardiff, Glasgow, Liverpool, Leicester, Newcastle and Norwich offering a wide scope of opportunity for someone looking to develop a career in the UK Rail Industry. The successful candidate will be based at Norwich.

Who we are:

SRSUK is a proud subsidiary of Stadler Rail AG Switzerland. At SRSUK we take pride in delivering high-class services for our modern trains across the UK. Our established presence in passenger rail, combined with our expanding expertise in freight rail, positions us as a leading service supplier in the UK rail industry. We are dedicated to continuous growth and technical innovation, in line with our ambitious business strategy.

Why Join Us:

Innovative Environment: Working in a fast paced, results orientated environment, you will proactively work alongside your team to ensure services are available.

Growth and Development: You will be part of a dynamic company committed to the development of our people, offering opportunities for learning and career development.

Passionate Team: You will manage a dedicated team working diligently to deliver and provide an essential service successfully collaborating with key stakeholders.

Customer-Centric Approach: You will work effectively to ensure the needs and expectations of our service users are supplied with the highest standards of service.

What We're Looking For: We're seeking proactive individuals who align with our company KPI's and values. If you are looking to make a difference and deliver high quality service then we want to hear from you.

What We Will Offer You In Return:

- Competitive Salary
- 37 hour working week.
- Salary sacrifice led pension plan that matches employee contributions up to 10% upon successful completion of probation.
- Employee Assistance Programme.
- Wellbeing program that supports employees with their physical and mental health.
- Cycle to Work Scheme.
- Company Sick Pay.

Role Overview





Lead and manage the performance team to deliver safe, reliable, and efficient maintenance of Class 745 and 755 trains. The role ensures contractual performance targets are met across safety, reliability, availability, and response, while driving a strong safety culture, continuous improvement, and customer-focused service delivery.

Key Responsibilities:

- Lead, manage, and develop the performance team to ensure effective service delivery
- Deliver contractual KPIs, analysing gaps and implementing corrective actions where needed
- Promote and enforce high standards of safety, quality, and operational compliance
- Provide coaching, mentoring, and performance management to support team development
- Build and maintain strong relationships with customers, stakeholders, and internal teams
- Act as a visible leader across locations, setting standards and leading by example
- Allocate workload effectively within and across teams to meet operational demands
- Monitor performance data and produce reports to support decision-making and contractual obligations
- Oversee incident reporting, investigations, and implementation of corrective actions
- Ensure adherence to legal, safety, quality, and company standards (HSQ&E)
- Drive a “zero harm” culture with strong focus on people and product safety
- Manage interfaces with customers, suppliers, and contract stakeholders
- Support risk management activities, including maintaining and updating risk registers
- Identify opportunities for continuous improvement across processes, systems, and performance
- Contribute to cross-functional collaboration and organisational effectiveness
- Participate in 24/7 on-call support rota
- Directly manage the Remote Support Services Manager

Experience

Essential

- Extensive experience in rolling stock maintenance and operational railway environments
- Minimum 2 years’ experience managing staff, including leading teams and stakeholder engagement
- Experience operating at a senior management level within a complex organisation
- Proven ability to lead teams, manage performance, and deliver operational targets in demanding environments
- Experience handling complex production, technical, and safety-related issues and investigations
- Strong track record of leading stakeholder discussions, including influencing and negotiating at all organisational levels

Desirable

- Experience within a large engineering or transport maintenance environment
- Experience managing departments, teams, or facilities in a production or project setting
- Knowledge of multi-disciplined fleet maintenance and through-life support
- Experience leading complex root cause investigations and risk management processes

Skills and Qualifications





Essential

- HNC/HND in an Engineering discipline
- Strong leadership, coaching, and team development capability
- Excellent decision-making skills, with the ability to work under pressure and to tight deadlines
- Strong stakeholder management, communication, and influencing skills
- Ability to interpret legislation, standards, and safety requirements (HSQ&E)
- Proven capability in risk identification, assessment, and mitigation
- High level of analytical ability to interpret complex technical information and reports
- Customer-focused approach with commitment to quality and continuous improvement
- Good IT skills, including Microsoft Office packages
- Flexible, collaborative approach with ability to drive and manage change

Desirable

- Advanced knowledge of Lean, Kaizen, 5S, or continuous improvement methodologies
- Strong understanding of engineering principles, processes, and cross-functional integration
- Ability to write, review, and approve technical documentation
- Ability to justify decisions using both technical and people-based reasoning
- Strong knowledge of health, safety, and risk management in transport or production environments

Closing date for applications is **3rd July 2026**

Apply Here: [Stadler Careers Page](#)

Apply now for a career that is on the right track!

