



Anna-jane Hunter



Current Position	Partner
Profession	Rail Operations and Stakeholder specialist
Years of Rail Experience	14

Professional Background

Anna-jane Hunter is a Rail Operations Professional with an expertise in complex stakeholder relations. She has extensive operational experience having worked across the UK rail sector.

Having led teams in Network Rail, Train Operating Companies, and as part of multi-agency industry groups she has a wealth of experience. With her straightforward and collaborative approach, she has pragmatically followed a system engineering approach, focussing on the operational integration of new and old rail systems.

She is experienced in the development and implementation of Operations and workforce strategies, Performance Improvement Plans, Operational Readiness Assurance, Rail Industry Regulatory Contracts, Performance and Access Regimes, Alliance/Partnership Agreements.

She has widespread and hands on experience working in rail control centres and traffic management systems, operational integration and operational readiness projects. Anna-jane has excellent communication and authorship skills gained working in complex stakeholder environments.

Anna-jane has been heavily involved in the successful franchise bids and mobilisations for Transpennine Express, South Western Railways and Avanti West Coast in addition to leading the operational strategy for First Groups' Rail Division. Her work has included working as part of international joint venture teams including both Trenitalia and MTR.

Key Skills

- Experienced rail operational manager in infrastructure and service operator businesses.
- Experienced in developing operational and performance strategies.
- Collaborative leader skilled in navigating complex stakeholder landscapes.
- Skilled in explaining complex rail concepts to non-rail stakeholders.
- Experienced in responding to and implementing DfT requirements.
- Excellent emotional intelligence and cultural awareness.
- Excellent facilitation, presentation and chairing skills.

Recent Projects

Network Rail 2018-2020: Lead contributor at Transport for the North Rail North Committee and Board meetings for operational performance and improvement activities in the region. Presenting on and answering to scrutiny of Metro Mayors and regional politicians on matters such as the May 18 timetable recovery plan in a complex stakeholder environment.

Network Rail 2018-2020: Co-ordinating and communicating independent expert review recommendations for May 18 timetable changes.

Network Rail 2020: Founding and providing secretariat support to the North of England Railway Board (formerly Supervisory Board). Co-ordinating Executive level strategic discussion from across the industry. Core member of Alliance/Partnership Boards for TPE and Northern.

Network Rail 2018-2020: Regular speaker at high profile industry events and media coverage (e.g TransCity North keynote speaker 2019, BBC and Granada regional TV, BBC and commercial radio coverage)

First Group (Trenitalia JV) 2017-18: Leading production of Performance and Operations strategy section of West Coast Partnership bid. Including traincrew, service delivery/control centre, engineering access and digital railway strategies. Direction of extensive performance modelling synthesis and presentation of outputs to Executive Steering Group.

First Group (MTR JV) 2017: Project lead for customer handling response to the highly disruptive blockade for infrastructure works at the UK's busiest Railway Station during mobilisation of the new SWR franchise

Transpennine Express (First Group) 2016-17: Mobilisation of new franchise, implementing onboard customer offering strategy and co-ordinating Control office readiness for franchise transition.

Transpennine Express (First Group) 2016: Member of cross-industry two phased Project Arcturus; replacing 15% of fleet due to cascade to other operators and deliver service transfer in response to modified contract specification.

Transpennine Express (First Group) 2012-2016: Leading Train Planning, Rosters and Control teams for the business. Development and implementation of seminal 2014 timetable change, franchise change and introduction of new rolling stock whilst leading the team.

Network Rail 2010-2012: Line management and operational competency lead for team of resident and relief signalers. Operational improvement and project scoping activity for the area.

Network Rail 2008-2010: Account lead for most complex long-distance passenger operator in the UK. Leading on Regulatory Contract changes, performance improvement plans, commercial claims and negotiations to the engineering access regime.

Previous Positions Held

- Director, North of England Rail, Network Rail (2018-2020)
- Head of Operations Strategy, First Group Rail Division, (2016-2018)
- Head of Resource Planning, TPE, 2012-2016
- Local Operations Manager Liverpool Lime Street area, Network Rail, 2010-2012
- Customer Manager (Cross Country), Network Rail, 2008-2010
- Safety Improvement Researcher, Network Rail, 2006-2007
- General Management Graduate Trainee, 2006-2007

Qualifications, Professional Associations, wider activities

- MBA (Global), University of Manchester.
- BVC (Bar Vocational Course) Northumbria University.
- B.A (Hons), University of Nottingham.
- Fellow of the Chartered Institute of Logistics and Transport (FCILT).
- Chair, Women in Rail North West.