

# Susan Fisher

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## Profile

Susan is our rail and regulatory specialist. She has over 25 years' experience in the rail industry. She has worked in a number of property, contractual, regulatory and customer service roles and brings this customer-centricity and commercial acumen to her present role as Rail & Regulatory advisor to SLC Property clients.

Susan liaises with stakeholders and project members from project conceptions, through negotiation to delivery where operation and commercial property acquisition and management is required.

Susan's ability to work with clients and stakeholders at all levels within the project as well as her focus on end-customer requirements ensures excellence in project delivery.



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## Qualifications and Membership

Member of the Institution of Railway Operators

BA, Business Studies, John Moore's University, 1988

HND, Mechanical Engineering, John Moore's University, 1985

PRINCE2 (Foundation and Practitioner) 2015

London Midland Leadership Development Programme (And Partnership)

Negotiation Skills Course (Benchmark)

Procurement Principles (CIP)

## Achievements and experience

### **Rail and Regulatory Specialist, SLC Property January 2017 onwards**

Susan works with local authorities and 3<sup>rd</sup> party developers on the property and regulatory aspects of new station and enhancement schemes within the rail and highways sectors. Covering feasibility acquisition and completion of projects.

In addition, Susan provides advice on Station Licences, Station Leases as well as advising clients on Regulatory Issues including the “New” Station Change Process.

- Property Feasibility Studies – Bermuda Connect for Warwickshire County Council
- Land Acquisition and related leases – Worcestershire Parkway Station
- Rail Station Car Park Strategy Worcestershire County Council
- Land Acquisition – rail station car parks and office accommodation
- 3<sup>rd</sup> party Station Changes – Coventry Master Plan on behalf of Coventry City Council
- Advice to New Combined Authorities (Including TfWM)
- Property Aspects of Kenilworth New Station

### **Property and Stations Advisor, SLC Rail February 2015 to January 2017**

Susan worked across many SLC Rail projects, delivering the Property and Regulatory aspects of schemes.

Property work included land acquisition, transfers, leases and general advice.

Regulatory work included 3<sup>rd</sup> party Station Changes and advising Local Authorities seeking to use devolved powers.

- Property Aspects of New Stations – Coleshill Parkway, Stratford Upon Avon Parkway, Bermuda Park, (Warwickshire County Council) Coventry Arena (Coventry City Council) Kenilworth (Warwickshire) and Worcestershire Parkway (Worcestershire County Council) and Bromsgrove (Centro)
- Advice and Assistance to TfGM regarding Rail Devolution.
- Coventry Station Masterplan

### **Business Optimisation Contracts Manager and Estate Manager, London Midland**

#### **November 2007 to January 2015**

Susan was the Primary Property Manager for both operational and commercial property across 148 stations, 7 maintenance depots, the HQ building and various staff accommodations.

Core responsibilities and achievements:

- Negotiation and delivery of leases both as a landlord and tenant.
- Acted as sponsor for third party and industry schemes such as the National Stations Improvement Programme and Access for All.

- Informed and supported wider industry schemes, including liaison with County, District and Parish Councils and with affected individuals.
- Specification of property, stations, customer facilities and staff accommodation.
- Management of income-generating contracts e.g. car parks, commercial property and advertising.
- Liaison with internal and external stakeholders e.g. DfT, ORR, Network Rail and Centro.
- Obtained planning and other consents for various projects.
- Protection of property rights through Compulsory Purchase Orders, Transport and Works Orders, and Network Rail Land Disposals.
- Responsible for Station Change both as Proposing Station Facility Owners and as Responding Beneficiary
- Station specification – Northampton new station building on behalf of West Northampton Development Corporation

### **Estate Manager and Station Contracts Manager, Central Trains**

#### **June 2002 to November 2007**

Susan was the primary property manager for both operational and commercial property as well as having responsibility for Station and Depot access. She also had responsibility for various contracts between Network Rail, TOCs and other industry parties.

Core responsibilities achievements:

- Negotiation and delivery of leases both as a landlord and tenant.
- Acted as sponsor for third party and industry schemes such as the National Stations Improvement Programme and Access for All.
- Informed and supported wider industry schemes, including liaison with County, District and Parish Councils and with affected individuals.
- Specification of property, stations, customer facilities and staff accommodation.
- Management of income-generating contracts e.g. car parks, commercial property and advertising.
- Liaison with internal and external stakeholders e.g. DfT, ORR, Network Rail and Centro.
- Obtained planning and other consents for various projects.
- Protection of property rights through Compulsory Purchase Orders, Transport and Works Orders, and Network Rail Land Disposals.
- Responsible for Station Change both as Proposing Station Facility Owners and as Responding Beneficiary

### **Property Portfolio Manager and Station and Depot Access Manager, Virgin Trains**

#### **April 1997 to May 2002**

As the Portfolio Manager, Susan was responsible for maximising revenue from the West Coast Property Portfolio. She negotiated leases for both commercial and operational property.

As the Station Depot Access Manager, Susan was responsible for the creation and management of station and depot contracts between other train and freight operators plus station and depot change.

Core responsibilities and achievements:

- Responsible for Station Access Contracts as SFO and Beneficiary
- Negotiation and deliver of leased both as a landlord and tenant.

- Responsible for Station Change both as Proposing Station Facility Owners and as Responding Beneficiary
- Acted as sponsor for third party and industry schemes such as the National Stations Improvement Programme and Access for All.
- Specification of property, stations, customer facilities and staff accommodation.
- Management of income-generating contracts e.g. commercial property and advertising.
- Liaison with internal and external stakeholders e.g. DfT, ORR, Network Rail and Centro.

### **Privatisation Manager and Market Intelligence Manager, Intercity West Coast**

#### **April 1993 to March 1997**

As the Privatisation Manager, Susan focused on setting up a new contractual arrangement with specific responsibility for leases, as well as station and depot access agreements.

As the Market Intelligence Manager, she was responsible for income reporting and monitoring competitor activity.

Core responsibilities and achievements:

- Attendance at meetings with British Railways Board, to discuss contractual arrangement for the privatised railway.
- Instigation of Station & Depot Change Regime
- Agreeing Templated Contract Documents.
- Monitoring competition from airlines and coach operators.
- Production of weekly and periodic income reports.

### **Head of Customer Services, Regional Railways East Midlands & Lincolnshire**

#### **April 1992 to March 1993**

### **Duty Customer Services Manager, Birmingham New Street**

#### **July 1989 to March 1992**