Nick Westcott announced as new MTR Elizabeth line train service delivery director

May 19, 2023

MTR Elizabeth line has announced the appointment of its new train service delivery director, Nick Westcott.

Nick has worked in railway operations for the entirety of his career in the disciplines of driver management, control and performance, for train operators including Virgin Trains, First Trans Pennine Express, First Capital Connect and, more recently, Avanti West Coast.

A Fellow of the Chartered Institution of Railway Operators, Nick has a degree in Transport and Business Management from Loughborough University.

Nick joins MTR Elizabeth line on 5 June 2023, and will build on the excellent progress that his predecessor, Marcus Jones, made during his time at the operator of London's flagship railway.

Marcus leaves MTR Elizabeth line in early June to take up the role of route director, Western Route at Network Rail, where he will continue to work closely with MTR Elizabeth line as he focuses on improving reliability and performance on the West.

Mike Bagshaw, managing director of MTR Elizabeth line, said: "With an impressive career history in rail, we are delighted to welcome Nick Westcott as our new train service delivery director. With a focus on continued improvement, Nick will have a key role in delivering long-term reliability across the Elizabeth line for our customers.

"We are fortunate to be able to continue our excellent working relationship with Marcus Jones in his new role at Network Rail as we strive for consistently high performance on the Western Route."

Nick Westcott, newly appointed train service delivery director, said: "I am excited to join MTR Elizabeth line at an important time in its development. In addition to its industry-leading train performance, the Elizabeth line has delivered impressive customer journey numbers since opening. I am looking forward to working with my new colleagues and our railway partners to deliver high quality services for our customers."

Photo credit: MTR