



Job Description

Guidance

Job title

Customer Service Supervisor 1

Reporting to (position number)

Customer Service Manager

Hay score / Pay Band

TBA / CSS

Job Purpose

Deliver world class customer service to London Underground customers and supervision of operations and staff at London Underground Stations. Including responding to incidents effectively and ensuring the safe use of assets within the station environment. Responsible for the operation of stations, including deployment and control room operations as required.

Delegated responsibility for operating control rooms and managing ticket hall(s) at Gateway, Destination and some Metro stations. Full operational management of the station when required (eg. covering CSM meal breaks).

Work unsociable hours (including nights) and weekends regularly as part of a roster.

Key accountabilities

Customer service: deliver world-class service by proactively providing assistance to customers, including those with special requirements, with service information, help and advice on ticketing.

Ticketing: Provide proactive support and advice to customers at ticket machines including the use of staff-enabled functionality. Responsible for the availability of ticket machines including floating, servicing and consolidating cash.

Incidents and emergencies: Respond to and manage operational incidents in line with London Underground's rules and procedures to ensure the safety of customers and staff and to be able to restore service as quickly as possible.

Operational support: Responsible for opening and closing the station and the safe and efficient operation of the station environment. This includes managing access and the programme of station and security checks, performing SATS, taking steps to supervise congestion control, prevent overcrowding and assist customer flow. Identify and resolve faults and hazards locally wherever possible.

Staff deployment: Deploy staff effectively during the shift to maximise service provision to customers and reduce the risk of station closures and disruption to customers. Contribute to people management of staff by performing CMS assessments and providing staff feedback for their personal development.

Control Room and Station Environment: Where applicable responsible for delivering world class customer service from the station control room, and/or responsible for leading a team of station staff in the ticket hall to deliver world class customer service in Gateway and Destination stations.

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative



Financial Impact

The jobholder does not have any budgetary responsibility but will handle cash and other assets responsibly and in accordance with the appropriate procedures.

Key interfaces

• Customers: provide help and assistance. • Tenants, contractors, cleaners and other TfL representatives: supervise access to the station environment and request cleaning assistance. • Station staff: supervise activities of on-station staff and support CSM with people issues. • CSM: work to instructions of CSMs to ensure the smooth operation of the station, and deal with issues as they arise. • Train operators: collaborate to ensure smooth train operations by supporting appropriate train operating procedures (including planned detrainments and persons under train or on track incidents) and performing platform management duties. • Other LU operational colleagues: work collaboratively to ensure the smooth operation of the station and delivery of a world-class service across the network. Ensure the smooth operation of the station, manage problems and deal with issues as they arise. • Cash collection: ensure the correct process is followed in handing cash to collection service staff. [See additional information for other key interfaces]

Knowledge

- Excellent knowledge of the London Underground system and ticketing and travel options
- Knowledge of an operational environment, in particular of station staff working practices and agreements
- Knowledge of relevant technology to help customers and provide real-time information e.g. ticket machines and hand-held devices
- A good understanding of London Underground's Customer Service targets and goals
- Good understanding of local area information including onward transport, amenities and attractions
- Knowledge of working in a safety critical environment
- Knowledge of Operating Rules and Procedures (as found in the relevant Rule Books) and their application
- Awareness of operating issues such as reliability, access, overtime and minor works requests
- Knowledge and understanding of aspects of equality and diversity
- Knowledge of how station assets operate to be able to resolve basic faults.

Skills

- Excellent customer service skills with the ability to continuously improve, in order to achieve a world class service
- Ability to understand London Underground's Customer Service targets and goals. Ability to explain these to others and drive their achievement through the performance of others
- Ability to deploy resources effectively to maximise service provision to customers. Manage short term coverage gaps in conjunction with the CSM and Administrator
- Understanding the needs of the individual customer and ensure they are aware of the best journey and ticketing options for them

[See additional information for other required skills]

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative



Experience

- Writing and communicating clearly and effectively with people from different backgrounds and at all levels
- Working in a busy and dynamic environment
- Proven experience of working calmly and confidently in all situations including emergencies
- Working in an operational environment
- Working and delivering as part of a team

Our 15 competencies are the generic skills, including interpersonal skills and knowledge need to perform well in a role, but not all of these will be applicable. Based on the requirements of the role, please indicate those competencies that are most relevant (6 - 8 max) and the level required (A-E).

Refer to the [Competency Briefing Note for Line Managers](#) for further information and the [Competency Framework](#) to determine the competencies and levels to be included.

Building capability	<input checked="" type="checkbox"/>	B	Communications and influence	<input checked="" type="checkbox"/>	A
Responsiveness	<input checked="" type="checkbox"/>	B	Stakeholder management	<input checked="" type="checkbox"/>	A
Customer service orientation	<input checked="" type="checkbox"/>	C	Planning and organisation	<input type="checkbox"/>	
Strategic thinking	<input type="checkbox"/>		Commercial thinking	<input type="checkbox"/>	
Problem solving and decision making	<input type="checkbox"/>		Safety awareness	<input checked="" type="checkbox"/>	B
Organisational awareness	<input checked="" type="checkbox"/>	B	Managing business performance	<input type="checkbox"/>	
Change and innovation	<input type="checkbox"/>		Team leadership	<input type="checkbox"/>	
Results focus	<input checked="" type="checkbox"/>	B			

HEALTH & SAFETY STATEMENT

All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All employees must understand and be committed to Transport for London's Health and Safety Policy statement and the Company's safety priorities and be aware of their contribution to such priorities. All employees must also be aware of and comply with all current health and safety legislation and other Company requirements that are relevant to their role.

EQUALITY STATEMENT

Transport for London values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Equality Policy Statement of Transport for London. All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.

CRIME & DISORDER STATEMENT

It is a statutory requirement for all departments in TfL to follow Section 17 of the Crime and Disorder Act 1998. Section 17 requires authorities to consider the likely affect on crime and disorder and community safety in all that they do, and take action to prevent crime and disorder, substance misuse, anti-social behaviour and behaviour that adversely affects the environment. TfL has voluntarily been committed to following Section 17 since 2006, but we must all make sure that it is considered in decision making, policies and procedures in the same way that equality and health and safety are.

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative



ADDITIONAL INFORMATION AND/OR ADDENDUM

Key interfaces (cont):

- Fault report centre: to raise reports of new faults
- Service Control: report details of incidents and receive real-time information to disseminate to customers and colleagues.
- Incident response colleagues and services: communicate and liaise with Emergency Services, Duty Reliability Managers, Emergency Response Unit and others in the event of an incident or emergency
- British Transport Police: assist in the prevention and detection of crime
- Local community: understand local issues, impacts and the needs of local customers.

Skills (cont):

- Understanding of the station environment and the needs of customers to know where they are best-placed to deliver the best standard of service and react to customer needs
- Ability to understand all of the cash handling procedures relevant to the role
- Ability to understand and apply emergency safety procedures to protect the well-being of self, colleagues and customers
- Good understanding of the required performance measures and how personal performance contributes to the organisation as a whole
- Ability to provide station familiarisation, coaching and support to colleagues
- To be able to demonstrate assurance and competence, as appropriate to the location, including licences for safety critical activities such as section 12, lifts, escalators, group control room and station operation security room
- Ability to access the track to retrieve items, undertake unscheduled detrainments, carry out track searches (eg. to look for trespassers) and deal with persons under a train
- At all locations, qualified to work with Points (eg. Scotch & Clip)
- Where necessary, qualified to operate secondary means of vertical transportation (SMVT) lifts (eg. accessibility lifts).
- Qualified to operate station control room and hold any other licenses required for a particular location (such as Station Information Management System Course)

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative