

## **JOB DESCRIPTION**

**JOB TITLE :** Service Controller (Level 1)

**REPORTS TO** Service Manager

**DATE:** April 2005

### **1. JOB PURPOSE**

- 1.1 To Monitor, record and signal trains through designated areas, operating multi site signalling equipment including emergency back up systems, ensuring a safe and efficient operation of train services.
- 1.2 Providing prompt accurate train service information to managers, customers, staff, maintenance engineers and other lines.

### **2. PRINCIPAL ACCOUNTABILITIES**

- 2.1 To collate and analyse real time service performance data, monitoring the effects of all incidents that disrupt the normal operation of the train service, ensuring safety is maintained. Minimise the impact of any disruption to customers and staff by making manual adjustments to the train service as necessary. Accurately record all incidents occurring on shift.
- 2.2 Constantly monitor service performance and loadings and advise the appropriate Service Controller and / or Fault Report Centre of any failure to signal control equipment, assisting the service controller / Duty Manager in planning service amendments.
- 2.3 Monitor Traction Current supplies as appropriate Informing Service Duty Controller and or the Fault report centre of any defects. Ensure authorisation to discharge Traction Current is passed to the DCRE at close of traffic to facilitate the commencement of engineering hours.
- 2.4 Act on information published in the E.W.S.A engineering notices, train circulars and special train notices for any short notice train movements.
- 2.5 Carry out best methods of implementation of train cancellations, diversions and reformations.
- 2.6 Monitoring the operation of the train service for optimum customer service purposes by: -
  - 2.6.1 Where necessary, recording all train movements through the area of control;

- 2.6.2 Advising the Service Controller (Level 2) of the development of service disruptions and act on the Service Controller's (Level 2) instructions, taking necessary action to provide the best train service possible;
  - 2.6.3 Operating back up facilities and working at remote locations during failures, providing advice and guidance to ensure successful repair and staff/customer safety;
  - 2.6.4 Testing signals and checking emergency equipment regularly and reporting any defects, recommending appropriate courses of action
- 2.7 Provide a comprehensive communication flow by: -
- 2.7.1 Operating communication equipment as necessary;
  - 2.7.2 Advising train staff and managers about changes in service requirements;
  - 2.7.3 Providing real time train service information direct to customers or to staff for transmission to customers.
  - 2.7.4 Maintain a written log book in a legal format for use by the company and other bodies.
  - 2.7.5 Ensuring a detailed handover to the next Service Controller on shift by recording accurate information on changes to trains, timetables, train or equipment failures, incidents and station status.
- 2.8 During failures or at the request of the Service Controller (Level 2), organise protection and facilitate repair and return of services.
- 2.9 Producing statistics, computer information, written reports as necessary, for senior Management as requested.
- 2.10 Assist in the training and coaching of any service control staff and others that require training/familiarisation within the service control area.
- 2.11 Able to assume the role of Service Controller (Level 2) or Service Operator as necessary in their absence or on an emergency cover basis.
- 2.12 Operate new equipment and embrace the functionality that it brings.

### **3. NATURE OF WORK**

- 3.1 This role requires the active monitoring of the train service through specified areas; making use of signal operating equipment in order to maintain and regulate the train service. This role requires a significant amount of record keeping and the inputting of service data and submission of reports on failures and delays. It is also a liaison role that requires communication with a range of personnel involved in the operation and maintenance of the railway.

### **4. JOB BOUNDARIES & DECISION MAKING**

- 4.1 The Working Reference Manual governs most areas of operational decision making.
- 4.2 Service Operators can vary routing and platform working in the best interests of customer service.

- 4.3 Health and Safety regulations and requirements, Framework of agreements and all other Company Policies and Codes are key elements that define this role.

## **5. JOB HOLDER'S COMMAND**

None

## **6. MAIN WORKING RELATIONSHIPS**

- 6.1 Service Controller – receive instructions; take action as requested, pass on information.
- 6.2 Service Operator – receive information, instructs co-ordinates and directs train service requirements.
- 6.3 Service Manager – receive instructions; take action as requested, pass on information.
- 6.4 Service Control Manager – receive instructions from and take action.
- 6.5 Duty Manager Trains/ Stations – Liaise with, confirmation of protection/site status and train movements.
- 6.6 Train Operators – receive queries, give instructions and pass information
- 6.7 Station Supervisor – receive queries, give instructions and pass information.
- 6.8 Service Controller (Signals) – Assessing of competence & assurance.
- 6.9 Signal Standards Manager – Assessing of competence and assurance.
- 6.10 Train Maintenance staff - Liaising regarding trains leaving / entering service / train defects.
- 6.11 Duty Control Room Engineer – controls a group of sub-stations supplying electricity.
- 6.12 Train Maintainer – Provides maintenance to trains in customer service.
- 6.13 Track Access Controller – Liaises, co-ordinates and directs regarding rolling stock provision for the line.

## **7. DIMENSIONS**

- 7.1 24 hour Shift operational accountability for the train service, co-ordination of all line staff and resources during incidents.
- 7.2 A positive contributory impact on Customer Satisfaction and Journey, as well as staff satisfaction and well being. This role impacts on the achievement of the Key Performance indicators for the Service Control Function as well as Business Goals and Targets and the line's contribution to the PPP contract.

## **8. KNOWLEDGE, SKILLS & EXPERIENCE**

- 8.1 Knowledge of LU safety & operational procedures, Rolling stock, Traction Current supply, line infrastructure and train operations. (Essential)
- 8.2 Ability to communicate clearly & effectively, able to impart knowledge of service control operating & safety procedures. (Essential)
- 8.3 Previous experience of customer care, safety and security responsibilities. (Desirable)
- 8.4 High level of accuracy. (Essential)
- 8.5 Ability to multi-task. (Essential)

## **9. EQUALITY STATEMENT**

The jobholder(s) must be aware of and committed to the Equality Policy Statement of London Underground.

The jobholder(s) must also be aware of and comply with other Company requirements associated with Equality issues relevant to his/her post.

## **10. 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.

The jobholder(s) must understand and be committed to the LU's General Health and Safety Policy statement – Passport to Health and Safety - and the Company's safety priorities and be aware of his/her contribution to such priorities.

The Jobholder(s) must also be aware of and comply with the health and safety legislation and other Company requirements that are relevant to his/her post.

## **11. ANY OTHER INFORMATION**

Please attach a relevant organisational structure for this post.

THIS JOB DESCRIPTION IS FOR JOB EVALUATION PURPOSES ONLY AND IT IS NOT A FULL LISTING OF THE DUTIES OF THE POST

## **SERVICE CONTROLLER INSTRUCTOR ADDENDUM**

**The following should be undertaken in addition to the tasks listed in the Service Controller Job Description**

### **1. PRINCIPLE ACCOUNTABILITIES**

- 1.1 To undertake training to the Company's standards of safety, quality, efficiency and customer service, for all Service Controllers and any other staff deemed necessary to be competent in the role of Service Controller.
- 1.2 Instruct trainee Service Controllers and other staff that require training/familiarisation on the practical aspects of signal operation, line control and information to provide the optimum train service to the customer.
- 1.3 Take responsibility for the safe operation of the signalling function/line control function in a defined geographical area whilst delivering training.
- 1.4 Teach the geography, signalling, permanent way, infrastructure and traction current sections, ensuring that trainees know the significant features of their area.
- 1.5 Guide trainees in the day to day procedural activities which relate to service control duties.
- 1.6 Deliver or assist in the delivery of classroom based training or on the job training as appropriate to the subject material e.g. refresher training, rules and regulations, signalling equipment, line specifics etc,
- 1.7 Be qualified and able to carry out training and assessment as required to ensure that the Service Controllers and other staff are competent and hold the required licenses.
- 1.8 Review trainee progress, continually monitor performance, providing feedback and reporting on progress, devise corrective action plans as necessary.
- 1.9 Assess staff to ensure that they meet LU standards of competence assurance.

### **2. KNOWLEDGE, SKILLS AND EXPERIENCE**

#### **2.1 Qualifications**

- 2.1.1 A1 (Desirable)
- 2.1.2 L9 and L10 (Essential)
- 2.1.3 L12 (Essential)

#### **2.2 Experience**

- 2.2.1 2 years experience as a Service Controller. (Desirable)