

## **TfL MANAGEMENT & ADMINISTRATOR**

### **JOB DESCRIPTION**

**Job Title:** Duty Reliability Manager

**Reports to:** Service Manager

*(Job title only)*

**Payband/Grade:** SCL2

**Hay score:**

#### **Job Purpose**

Provide proactive management and support to trains and stations staff. Maximise customer benefit by monitoring, maintaining, recovering and improving service and performance.

#### **Principal Accountabilities**

Role model the LU value and behaviours in a highly visible way

##### **Incident Response and Management**

- Respond to incidents on behalf of the Service Manager
- Actively monitor the effects of all incidents that disrupt the normal operation of the train and station service and act to ensure that safety is maintained. Minimise the impact of disruption on customers and staff
- Provide incident response cross-network in order to minimise service disruption across LU
- May be required to perform train operation
- May be required to operate signalling control systems including back-up systems at remote locations to help maintain a service for our customers
- May be required to manage train operators remotely or at depots to support the trains' teams
- May be required to manage stations temporarily

##### **Incident Investigation and recording**

- Accountable for investigating and reporting to the Service Control Manager on incidents, failures and delays as necessary, providing accurate information about root causes to enable business performance improvement and meeting legislative and corporate reporting requirements

##### **Planning and Performance Improvement**

- Actively initiate, contribute and assist in all aspects of resource planning and contingency planning as required for trains, stations and service control
- On behalf of the Service Control Manager work collaboratively with trains, stations and service control teams on the line as well as maintenance and engineering teams to directly improve service performance in order to benefit our customers

## **Safety**

- Ensure that any service delay or hazards to safety are rectified immediately and that recommendations for improving safety standards are made to the relevant manager
- Conduct periodic security and safety checks on the line, minimising unauthorised access and damage to or defacement of LUL assets or injury to customers, contractors or staff

## **Training and Development**

- Conduct real-time performance monitoring of all staff
- Actively train and coach staff as part of a professional approach to learning for all staff
- Perform competence management of relevant staff

## **Relationships**

- Understand and visibly demonstrate good team working practice, display a personal commitment to and actively pursue team initiatives that reinforce delivery of company values
- Develop and foster effective collaborative working relationships with all operational staff on the line, the service control team, external agencies, internal and external contractors

## **Other Accountabilities**

- As new equipment is developed and introduced, the post holder following training is expected to operate this equipment and embrace the functionality that it brings
- As part of development or subject to business need, competent Duty Reliability Managers may be required to cover Service Control
- Subject to competence Duty Reliability Managers will be required to perform operational activities in order to maintain service for our customers including:
  - Train operation
  - Operate signalling control systems including back-up systems at remote locations
  - Manage train operators remotely or at depots to support the trains' teams
  - Manage stations
- Competent Duty Reliability Managers will be required in the short term to cover other positions, subject to business need,.
- Acquire and maintain operational competence in Trains, Stations and Service Control functions as required
- Work unsociable hours and weekends

## **Decision Making**

The Rule Book governs most of the areas of operational decision-making. This role will sometimes need to make proposals and implement solutions in areas not covered by the rule book following an agreement with the Service Manager. The job holder will co-ordinate at all levels, acting as central co-ordinator and liaison point, taking decision to achieve optimum use of resources.

## **Jobholder's Command**

Although the Duty Reliability Manager does not have any direct reports, they may on occasion manage Operational staff during incidents

## **Main Working Relationships**

Service Control Manager, Service Manager and all operational grades and third party support functions

## **Financial Impact & Authority**

The Duty Reliability Manager has no financial discretion

## **Knowledge, Skills & Experience**

### **Knowledge**

Knowledge of operating rules and procedures  
Knowledge of station, train and service control operations  
Knowledge of safety legislation/procedures  
Knowledge of train staff working practices and agreements  
Knowledge of Train Equipment  
Thorough understanding of signalling and Service Control  
Awareness of the needs of different customer groups  
Knowledge of HR policies and procedures

### **Skills**

Communicate in English to a high standard both verbally and in writing including the LU Safety Critical Communications protocol  
Demonstrable influencing skills  
Organise and control the work of self and others  
Coach/train staff  
Performance manage and develop staff  
Use key Information Technology packages  
Identify the root cause of service and safety incidents and develop action plans to reduce them  
Formulate solutions during incidents based upon knowledge of operating procedures

### **Experience**

Experienced in delivering excellent customer service

## **The 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 the current health and safety legislation and other Company requirements that are relevant to their job.***

## **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 job.***

## **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.*