

LONDON UNDERGROUND CUSTOMER SERVICES

GENERIC JOB DESCRIPTION

FOR HIGHER MANAGEMENT, MANAGEMENT AND OPERATIONAL
MANAGEMENT JOBS

JOB TITLE: Duty Revenue Control Manager (Secondment)

REPORTS TO: Revenue Control Manager

DATE: January 2019

1. JOB PURPOSE

- 1.1 To ensure the provision of Network wide unit revenue control activities and the delivery of consistent revenue staff performance levels in order to meet station service delivery targets.
- 1.2 Ensuring that customers using the underground system are in possession of valid travel documents and that the correct fares are paid. To detect and prevent general fraud, fare evasion, travel irregularities and other identifiable forms of revenue loss involving offences detrimental to London Underground.
- 1.3 Manage direct resources to ensure network coverage throughout shift and to provide immediate response to incidents or operational problems to minimise impact of service disruption to customers.
- 1.4 Carry out the role of Line Champion, ensuring that the Line is represented on all revenue control issues and to contribute on behalf of the line to the Network Revenue Control Strategy, take the lead on actions to improve revenue performance on the line and provide expert advice on revenue control matters to the line.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 Ensure compliance on shift of the performance of the Network Revenue Control staff against specified safety standards including the Health and Safety at Work Act 1974 and its associated legislation, LUs safety directives, standards and by-laws and the Police and Criminal Evidence Act requirements. Ensure the Company standards of staff and customer safety is maintained in liaison with LU's safety representatives.

- 2.2 Manage the deployment, performance and attendance of staff on shift. Take appropriate action to improve employee performance and promote professional development. Lead, motivate, counsel and build the team on shift to maximise the commitment, performance and good discipline of staff. Carry out P&D interviews and teamtalks in accordance with company standards. Take immediate disciplinary action up to and including Local Disciplinary Interviews and prepare disciplinary briefs as required.
- 2.3 Maximise Network coverage throughout shift and ensure staff in revenue control conduct their duties in an efficient, courteous, polite and professional manner, ensuring that the Customer Service Delivery Standards are met.
- 2.4 Ensure that staff have the necessary licences, training and competencies to undertake their duties by continual review and assessment. Provide on the job training and coaching to staff with regard to legislation and LUL standards and directives. Ensure that competence assurance is carried out in accordance with existing standards.
- 2.5 Investigate report and take suitable action on incidents as defined in the E.I.R.F. procedure. Identify potential problem areas and initiate proactive remedial action through recommendations and reports to the Revenue Control Manager. Undertake investigations into other revenue incidents.
- 2.6 Provide reports and analysis of revenue loss based on data and intelligence from various sources including fraud survey, revenue exercise results and BTP intelligence. Deploy resources and implement Revenue Action Plans to reduce Network and Line based fraud and maximise revenue.
- 2.7 Provide expert advice as Line Champion to GSM's and DSMs on ticketing and revenue matters.
- 2.8 Contribute to the Network Revenue Strategic Plan and take lead on actions to improve revenue performance on both the line and network.
- 2.9 Build excellent customer relations and service, dealing with customer enquiries, complaints and public correspondence to the highest standard.
- 2.10 Develop and contribute to Network, Line or local public relations and marketing initiatives in order to raise the profile of the business. Help promote and enhance the companies image by attending SDU customer surgeries to answer public questions on revenue control matters.

- 2.11 Ensure staff budgets are not exceeded, forecast future staff budgets taking into account new procedures, new technologies, special exercises and other factors that effect budget.

3 DIMENSIONS

Staff Numbers

Within the range of 60 to 120 staff on shift

Cases submitted for prosecution

Circa 15,000 cases per annum

Indirect impact on primary revenue

Between £30 - £50 million per annum

4 MAIN WORKING RELATIONSHIPS

Line General Managers
Performance Managers
Group Station Managers
Duty Station Managers
Duty Operations Managers
LU Prosecutions
British Transport Police
Metropolitan Police
Criminal Justice Unit

5 KNOWLEDGE SKILLS AND EXPERIENCE

- 5.1 Deliver excellent customer service, in a challenging environment, in a professional manner, adhering to TfL/LUL Core Values and Behaviours
- 5.2 Experience of giving clear instructions, organising the work of others within the boundaries of the framework agreement and communicating at all levels with internal and external stakeholders
- 5.3 Experience of managing people, building strong relationships, to deliver world class customer service, performance and achieve business objectives

5.4

6 SAFETY

(General)

The job holder has responsibilities under the Health and Safety at Work Act, (1974) to take reasonable care of his/her own health and safety, and for those who may be affected by any of his/her acts or omissions at work.

The job holder should:

comply with the spirit as well as the letter of current health and safety legislation applicable to his/her job activities, London Underground's Safety Policy and Directives, through London Undergrounds Safety Management System.

ensure high standards of personal safety performance are maintained and achieved by self and all staff.

6. ANY OTHER INFORMATION

The job holder must have the ability to understand and implement LUL's equality policy in relation to the job responsibilities.

The post holder is required to work throughout the traffic day on a shift basis. There is also a requirement to work occasional nights