

Location – Anywhere across our London network

Salary / Grade – MMH

The closing date for applications is Sunday 20th September 2020 @ 23:59 hours

Role Overview

The Area Manager is responsible for leading and developing teams of staff to deliver world class customer service in London Underground Stations, ensuring that agreed performance targets are met within budget, considering safety, reliability, capacity and commercial performance of the network as well as customer service. The Area Manager is line manager to Customer Service Managers for attendance management, welfare and people management. They are accountable for the performance of the Area, including that of frontline Customer Service staff.

About You

In this highly anticipated role, we're looking for those who are motivated visionaries with a want and will to drive the Mayoral strategy. We need people who are positive and forthcoming with ideas for the vision of the future of LU and TfL. We're looking for those who are willing to take responsibility, and who want to ensure an inclusive environment in alignment with the Mayor's strategy and vision.

Key Accountabilities / Responsibilities

- **Lead, motivate and develop teams of staff to deliver a world class customer service through effective performance management, communication, coaching and development. Overall accountability for the Area scorecard and ensuring continuous improvement.**
- **Responsible for all aspects of landlord accountabilities for the assigned Area. Lead local engagement activities to increase staff involvement and commitment across the area to meet the challenges of a growing London population.**
- **Accountable for achievement of operational, commercial and financial performance measures, visualising these and delivering the improvement plans to meet future requirements across stations**
- **Responsible for delivery of accurate real time information for our stakeholders, customers and operational staff for the area**
- **Drive and achieve continuous improvement in safety, performance, income, cost optimisation, productivity and environmental standards.**
- **Accountable for achieving financial and commercial targets and efficiencies within the business group and ensuring commercial opportunities are identified and realised.**
- **Accountable for delivering real improvements in customer service, both in terms of journey time and the quality of customer care, across all the key aspects of service that customers value most.**

- Proactively manage all case management for the Area ensuring resolution at the lowest level possible, ensuring compliance with the relevant policies to minimise risk of disruption to the business.
- Responsible for ensuring adequate numbers of appropriately qualified staff are available to deliver excellent performance and mitigate risk of station closures or net loss of revenue. Achieve this through participating in the recruitment of staff and effective competence and coverage management.
- Ensure the correct programmes of scheduled inspections are carried out and outputs managed appropriately to ensure risks remain at the lowest levels reasonably practicable across the Area.
- Review and improve ways of working to prevent recurrence of incidents and reduce risk as far as reasonably practical. Regularly review operational plans and controls, ensuring any changes are managed through the company's change control processes to mitigate against risks and enhance long-term service provision. Respond to major operational incidents to ensure the safety of customers and staff.
- Develop effective relationships with a wide range of stakeholders including Trades Unions, Emergency Services, other Train Operating Companies, local Borough staff and passenger groups to drive continuous improvement.
- Work flexible hours on a regular basis including unsocial hours and weekends.
- Allocated revenue and cost budget and local budget spend decisions for a budgeted contribution of up to 3 million pounds. The jobholder will be responsible for the line management of between 6 and 13 Customer Service Managers.

Knowledge

Knowledge of an operational environment, in particular of station staff working practices and agreements (Essential)

Knowledge of working in a safety critical environment (Essential)

Excellent understanding of London

A good understanding of employment, health, safety and environment issues (Desirable)

Knowledge and understanding of aspects of equality and diversity. (Essential)

Skills

- Demonstrable influencing skills (Essential)
- Demonstrable evidence of leadership (Essential)

- **Ability to understand performance targets and to translate into the operating environment. (Desirable)**
- **Ability to understand financial reports and to take appropriate decisions (including budgeting and forecasting) based on the information they contain. (Desirable)**
- **Long-term planning and organising to mitigate risks (including financial risks) to the Area performance (Desirable)**
- **Demonstrable commercial acumen to ensure financial targets and efficiencies are achieved and commercial opportunities are identified and realised (Desirable)**
- **Identify the root cause of major service and safety incidents and develop action plans to reduce risk (Essential)**
- **Ability to lead multiple teams effectively to maximise service provision to customers (Essential)**
- **Ability to coach and train staff (Essential)**

Experience

- **Leading a team of people to deliver excellent customer service (Essential)**
- **Complex people management issues requiring involvement from multiple stakeholders (Essential)**
- **Working in a busy and dynamic environment (Desirable)**
- **Writing and communicating clearly and effectively with people from different backgrounds and at all levels (Essential)**
- **Building, coaching and motivating teams in a performance management culture (Desirable)**
- **Consultation and negotiation with Trade Union staff representatives (Essential)**
- **Leading projects resulting in long-term performance improvements. (Desirable)**
- **Working in a safety critical environment (Desirable)**
- **Proven experience of working within an operational environment (Essential)**
- **Applying emergency safety procedures to protect the well-being of self, colleagues and customers (Essential)**

Application Process

We strongly recommend that you apply using your CV to speed up the application process. Please think carefully about the skills, knowledge and experience outlined in the job description and ensure your CV reflects the requirements of the role you are applying for. You may also use the 'additional documents' section in your online application to attach a more detailed profile that is specifically relevant to the role you are applying for. Short listing may be carried out on the basis of your answers to job-specific questions and other information that you submit.

Equality and Inclusion

We are an equal opportunity employer and value diversity. We do not discriminate on the basis of race, religion, ethnicity, gender, sexual orientation, age or disability status.

Eligibility – Internal employees

Probation:

In line with our Resourcing Policy (Feb 2014), internal employees are required to complete their probationary period before applying for internal TfL positions. Please ensure you have successfully completed your probation before submitting an application for this role, otherwise your application may be withdrawn.

Formal warnings:

Internal employees with any current formal warnings are not eligible to apply for internal TfL vacancies until expiry of the warning. Ineligible applications may be withdrawn. Details of what is defined as a current formal warning can be found on

Source: <https://transportforlondon.sharepoint.com/sites/Instructions-and-guidance-people-performance-and-rewards/SitePages/Formal-warnings.aspx>