

TfL MANAGEMENT & ADMINISTRATOR
(Paybands 1, 2, 3, Admin, Support Manager, Manager)

JOB DESCRIPTION

Job Title: Site Controller

Reports to: Operations Manager
(Job title only)

Payband / Grade: VR17

Hay score:

Please refer to the TfL Management & Administrator Job Description Guidance Notes to aid completion

Job Purpose

To ensure the provision of safe secure and efficiently run transport interchange facilities through front line supervision of operational activities within vehicle and passenger termini on a day to day basis.

Principal Accountabilities

Monitor and control operation of vehicle areas and coach activities, scheduled and unscheduled, to maintain a safe environment for all users whilst ensuring efficient movement, parking and departure of coaches. To review and recommend enhancements to operational practices to achieve the most efficient and safe utilisation of finite termini capacity.

Record and input into computer based systems all coach movements to facilitate accurate charging of coach operators and provision of management information.

Liaise with coach operators to obtain real time information on coach operations to enable the effective management of vehicle activity and provision of up to date information to passengers and staff including through the computer based systems and use of public address facilities.

Liaise with operators' ground agents to achieve a seamless delivery of high quality service to a range of customers.

In emergency situations initiate provision of first aid, attendance of emergency services, evacuation of the termini and information to all users as appropriate. Liaising closely with the Operation Manager, and the Operations Site Manager, the senior one on duty taking overall charge of major emergency situations.

Liaise and attend meetings with Law Enforcement Agencies to provide a safe working environment for all staff.

Undertake administrative tasks within the control room including maintenance of daily log, staff on duty records and any other reports required by the Operations Department.

Control staff rosters on a daily basis – including issuing of overtime where appropriate – ensuring that there is efficient and effective deployment of staff resources to cover staff absences as may be required from time to time.

Undertake a pro-active role in the resolution of on the day problems and conflict, coach operators and other service providers as appropriate.

Participate in other activities as required including taking responsibility for safe and efficient operation of the Coach Station at times the Operations Manager (or Operations Site Manager) is unavailable.

Undertake Services Controllers duties as required.

Provide cover for the Operations Site Manager as may be required from time to time.

Decision Making

Nature of Work

The Job Holder will be part of a team of front line staff working on a rostered early/middle/late shift basis five days out of seven delivering high profile services and support principally to the travelling public and coach operators. Safe and secure operation of VCS is a key part of the role.

The Job Holder will utilise operational experience and apply organisational skills to supervise a range of coach operations and customer focused activities. By delivering effective and efficient services they will contribute to the success of VCS and therefore to the provision of a quality interchange with a high national profile on a day to day basis.

The Job Holder will work within standing orders, procedures and, agreements, with guidance given by the Operations Manager and regular review. The situations and problems encountered in supervising operational activities that also have a real time customer focus will be of a diverse nature.

The Job Holder will be required within this framework to exercise judgement to ensure that the appropriate prioritisation is given, providing solutions from both their own experience and from standard responses and ensuring that decisions made are professional and impartial.

Decisions taken will have an impact not only on the efficiency of VCS, but also on the safety and convenience of coach operators, passengers, staff and other users.

The Job Holder will need to achieve objectives through others including influencing those over whom he/she has no direct control.

Jobholder's Command

No direct reports.

Main Working Relationships

Managers and staff at all levels within VCS.

Coach operators staff including drivers.

Emergency services.

TfL Facilities Management and security staff.

General Public.

Financial Impact & Authority

Premises: 2 termini

Coach Operators: Approx. 40

Coach Departures: Approx. 196k pa

Passengers: Approx. 10mil pa.

Knowledge, Skill & Experience

Knowledge of TfL and VCS objectives and procedures. (Desirable)

Knowledge of VCS tariff and charging regime. (Desirable)

A good knowledge of coach operations and on the road working practices. (Essential)

A current PCV license. (Essential)

Knowledge of PCV legislation. (Essential)
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Knowledge of applicable health and safety legislation, procedures and practices. (Desirable)

Excellent skills in the use of SAP based Rostering and HR IT programmes. (Desirable)

Good skills in the use of Microsoft Office products including Word and Excel. (Essential)

Excellent organisational skills. (Essential)

Well practised communication skills, both oral and written. (Essential)

An ability to influence and achieve results through others. (Essential)

The Transport for London BTEC qualification for supervisors. (Desirable)

Education to GCSE or equivalent. (Desirable)

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.