

Instructor Operators

Purpose

To undertake Line based training to the Company's standards of safety, quality, efficiency and customer service, for all Train Operators and any other staff deemed as necessary to hold a qualification as a Train Operator.

To perform, when rostered, the duties of a Train Operator.

Key Responsibilities

- Instruct trainees on the practical aspects of train operation by Line based and on the road stock handling sessions, tutoring them in control of trains in passenger service.
- Take responsibility for the safe operation of trains operated by trainees in accordance with current rules, instructions and procedures, including train preparation.
- Teach the Line's geography, signalling, permanent way, infrastructure and traction current sections, ensuring that trainees know the significant features of the Line, in particular those of importance relating to train operations.
- To undertake Line based training to the Company's standards of safety, quality, efficiency and customer service, for all Train Operators and any other staff deemed as necessary to hold a qualification to operate a Train.
- To perform, when rostered, the duties of a Train Operator, guide trainees in the day to day procedural activities which relate to core train staff duties, for example, how to find, read and understand Traffic Circulars, duty sheets and rosters, and the correct completion of Defect log book and writing of reports and any other documentary information required by Line Business units for train defects.
- Certify as signatory to the job training, road training element of licences, that trainees have successfully completed that module, having demonstrated competence and confidence in all aspects of operation and working knowledge of the Line's infrastructure and geography.
- Deliver or assist in the delivery of Line based training in a classroom or on the job as appropriate to the subject material e.g. refresher training, rules and regulations, train equipment, line specifics, service quality, depot familiarisation, etc.
- Instruct trainees in the requirements of customer care and communication including radio techniques and the correct and timely use of the PA system to pass information to customers.
- Train and instruct trainees in Safety Critical procedures to ensure they have obtained a standard of knowledge to meet the Company's licence requirements.
- Undertake, as rostered, the full duties of a Train Operator when not giving instruction.

Skills, Knowledge, Experience

A fully competent and licensed train operator with proven ability to operate trains to the highest standards of safety compliance.

You will need to demonstrate the following skills, knowledge and experience

Skills

- Clear and confident communicator with the ability and commitment to teach, guide and instruct to maximise the achievement of licences by train staff trainees. (Essential)
- Ability to constantly update knowledge of the role in the Line team and of the practical aspects of railway operation. (Essential)

Knowledge

- Exhaustive knowledge of the practical aspects of train operation and the Lines' infrastructure and geography, rules and regulation, operating procedures and practices. (Essential)
- Knowledge of safety and customer care standards, including the Company's safety management and how this affects the Train Operators role. (Essential)
- Clear understanding of the importance of training in relation to customer needs and knowledge of the Line safety management system. (Essential)

Experience

- Ability to specify previous safety and security responsibilities and describe how those responsibilities have been met. (Essential)
- Experience as a Train Operator on the line you are applying for (Essential)

Additional Information

- Physically fit to meet LUL's medical standards for the job. Ability to use various training aids (video, projector, etc.) if required (Essential)