

# SERVICE CONTROLLER INSTRUCTOR

## ADDENDUM

**The following should be undertaken in addition to the tasks listed in the Service Controller Job Description**

### **1. PRINCIPLE ACCOUNTABILITIES**

- 1.1 To undertake training to the Company's standards of safety, quality, efficiency and customer service, for all Service Controllers and any other staff deemed necessary to be competent in the role of Service Controller.
- 1.2 Instruct trainee Service Controllers and other staff that require training/familiarisation on the practical aspects of signal operation, line control and information to provide the optimum train service to the customer.
- 1.3 Take responsibility for the safe operation of the signalling function/line control function in a defined geographical area whilst delivering training.
- 1.4 Teach the geography, signalling, permanent way, infrastructure and traction current sections, ensuring that trainees know the significant features of their area.
- 1.5 Guide trainees in the day to day procedural activities which relate to service control duties.
- 1.6 Deliver or assist in the delivery of classroom based training or on the job training as appropriate to the subject material e.g. refresher training, rules and regulations, signalling equipment, line specifics etc,
- 1.7 Be qualified and able to carry out training and assessment as required to ensure that the Service Controllers and other staff are competent and hold the required licenses.
- 1.8 Review trainee progress, continually monitor performance, providing feedback and reporting on progress, devise corrective action plans as necessary.
- 1.9 Assess staff to ensure that they meet LU standards of competence assurance.

### **2. KNOWLEDGE, SKILLS AND EXPERIENCE**

#### **2.1 Qualifications**

- 2.1.1 A1 (Desirable)
- 2.1.2 L9 and L10 (Essential)
- 2.1.3 L12 (Essential)

#### **2.2 Experience**

- 2.2.1 Experience as a Service Controller. (Essential)