

ROLE DESCRIPTION

Job Title: Service Control Manager

Reports to: Performance Manager (Trains), London Underground

Purpose and Scope

To manage, control and develop a Line and incident control unit comprising shift managers, control room, signalling staff and associated assets in accordance with agreed quality and performance standards. To manage, control and assess the train service performance of the Line and make improvements.

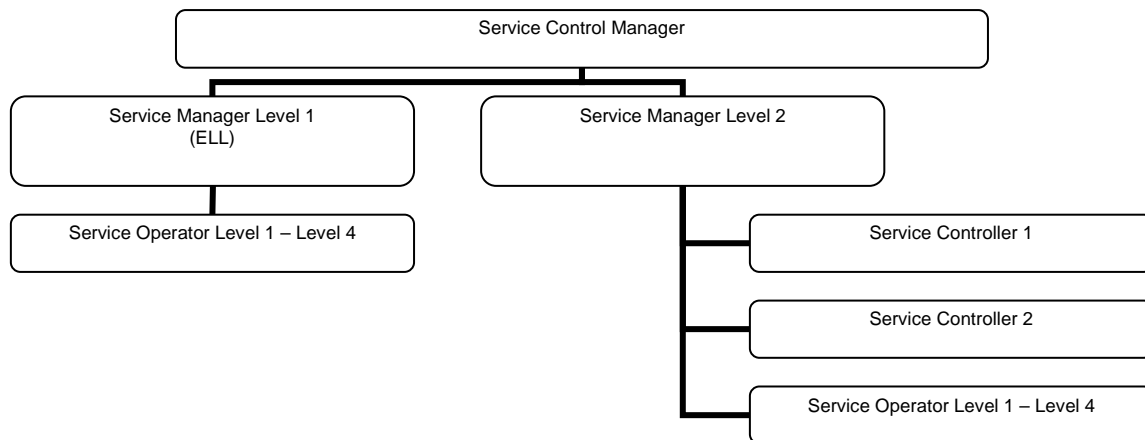
To manage the collation and distribution of real time information to internal and external customers, using a variety of communications media.

Key Accountabilities

- Contribute to the development of train service plans and budgets. Also, agree and control local budget, and in particular for resource planning and forecasting.
- Identify local business opportunities and customer needs, including managing an improvement action plan to deliver short and medium term train service improvements.
- Manage and maintain performance to specified standards through leadership, communication, coaching, training and development of Duty Managers and administrative staff (and Support Managers if applicable).
- Ensure that Safety Critical hours worked are monitored and that, for operational staff, Competence Assurance is maintained.
- Ensure the provision of reliable and real time service information. Ensure local capability to deal with operational incidents effectively is provided. Take personal control if required.
- Carry out investigations and identify any necessary improvements; implement recommendations arising out of investigations
- Liaise with external bodies on a day to day basis, in emergency situations, and for special projects affecting the operation of the railway e.g. contingency planning for special events.
- Ensure smooth transition from traffic to engineering hours and vice versa, to minimise frustrated access claims; investigate any late handover of area.
- Liaise with the PPP Contracts teams and Infracos, to develop partnerships, programmes and plans.
- Manage the day-to-day performance of staff, Line operations, and incident control assets (e.g. CCTV, train radio), including implementing the incident management procedure NA100, taking remedial action to ensure that safety, customer service and financial targets are met. This will include daily review of the train service performance against standards and targets, making reports and recommendations to the Performance Manager (Trains).
- Manage the process to control access to track and traction current arrangements during traffic hours e.g. during an incident.
- Liaise with InfraCo partners concerning engineering issues affecting the operation of the railway, including the development, approval and review of the engineering possession plans.
- Ensure that any changes to the organisation or operational processes are assessed under the company's Safety Review and Change Control Process. Ensure that any changes to local organisational and operational processes are assessed.
- Ensure that obligations to Trade Unions are met by holding regular Level 1 meetings, as per the Machinery of Negotiations and prevailing arrangements.
- Manage the security arrangements for the control room/signalling cabins.
- Ensure that decisions taken based on operational risks, storing goods, managing and assessing the work site, and co-ordinating asset improvements are recognised in line with stakeholder/landlord procedures.

- Chair/attend Company Disciplinary Interviews and Line Disciplinary appeals. Also acting as management representative on Tier 2 or Councils as required.

Organisation



Key Performance Indicators

- Excess Journey Time - Trains (overall)
- Excess Journey Time - Platform wait
- Excess Journey Time - On train
- 19 Updates
- Cost of Operations
- Staff Errors (NACHs)
- Staff Errors (No. of)

Areas of Authority for decision making

- Budget – £3.5 - £5m; local budget spend decisions
- Number of staff: between 40 to 120 staff (depending on Line)
- Landlord responsibilities including landlord works approval, storage licences and approval of all works as appropriate
- Control Room: 1
- Signal boxes: up to 13
- Relevant emergency plans (e.g. incident handling and special services)
- Service recovery strategies
- Safety Improvement

Also

- Selection, recruitment and deployment of Service Control staff; managing staff actions and decisions.
- Controlling and managing the usage and safe operation of LU operated assets e.g. control rooms, signal cabins, signalling equipment including telephones Train Radio, Line control facilities. CCTV, recording of voice tapes and signal control data, Public Address system etc.

Skills, experience and capabilities

- Experience of operational management
- Good understanding of the principles of signalling and railway control.
- Experience of building and motivating teams in a performance management culture.
- Knowledge of working in a safety critical environment is essential. An understanding and experience of Competence Assurance is desirable.
- Experience of managing human and other resources in a customer orientated environment.
- Good understanding of Health, Safety and Employment issues.
- Experience of negotiation with Trade Union representatives.

- Knowledge of operating procedures in order to formulate solutions to issues.
- A good understanding of the organisational structure and key personnel, within LU as well as in other relevant organisations such as the Infracos.
- I.O.S.H qualified (Institute of Occupational Safety and Health - training available).
- Recruiting the Best (Training available).
- Disciplinary Procedure knowledge and experience is desirable.
- Good understanding of all LU policies and procedures.

HS&E Responsibilities

The following are the key safety management responsibilities that the SCM is required to discharge:

- Ensuring that LU's category 1 and category 5 standards are complied with in the areas for which the SCM has management responsibility
- Gaining assurance that staff competence is maintained in the area for which the SCM has management responsibility
- Escalating safety concerns to line management where notified asset safety issues have been raised with the PPP suppliers but not resolved
- Seeking assistance from SQE and / or the ED in assessing the potential safety impact and necessary mitigating measures arising from engineering works
- Seeking assurance from ED that new or altered assets are fit for service.

Equality Statement

Transport for London values the diversity which exists in our city and our aspiration is to reflect this diversity in our workforce. The jobholder(s) must be aware of and committed to the Equality Policy Statement of Transport for London.

The jobholder(s) must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to his/her post.

* Including the Mayor's Transport Strategy, and transport-related aspects of the London Plan and other

Mayoral Strategies

** Including Government, CBI, SRA, railway industry, network rail, Boroughs and customers