

JOB DESCRIPTION

JOB TITLE : Service Controller (Level 2)

REPORTS TO Service Manager

DATE: April 2005

1. JOB PURPOSE

1.1 Proactively manage the train service safely and efficiently in the best interests of customer service, doing all that is necessary to achieve and maintain the working timetable, on a daily basis. Ensuring the prompt distribution of accurate train service information to all relevant stakeholders as well as effectively managing the transition between traffic hours and engineering hours.

2. PRINCIPAL ACCOUNTABILITIES

2.1 To monitor the effects of all incidents that disrupt the normal operation of the train service and act to ensure safety is maintained, minimising the impact of any disruption on customers and staff. To maintain accurate records of all events that occur on shift.

2.2 To provide the optimum train & information service to meet the needs of the customer during and after a service disruption; ensuring that decisions made have a positive impact on the customer needs.

2.3 To operate signalling control systems including back up systems at remote locations, monitoring all vital control centre equipment including the line's traction current supply.

2.4 To manage the constant flow of real time information to all relevant stakeholders by operating all available customer information systems. Ensuring, when necessary, service updates are sent to other affected lines, the Network Control Centre and line based management teams.

2.5 Liaise with relevant stakeholders (e.g. other customer services staff/emergency services) to: -

2.5.1 Implement correct protection arrangements to enable track access;

2.5.2 Manage all issues relating to traction current, including emergency discharge traction current, authorising recharge during and following an incident. Charge and discharge to allow planned and emergency engineering works. In the event of traction current supply failure or emergency discharge, identify all stalled trains and confirm their position and take appropriate action;

2.5.3 During failures liaise with and provide advice and guidance to all maintenance and engineering staff, offering protection where available to

Line Controller/SDM Multi Function

- ensure the successful repair to equipment and maximisation of customer and staff safety;
- 2.5.4 Maintain quality interface with other TOCs; Network Rail: InfraCo companies amongst others
 - 2.5.5 Co-ordinate the implementation of NA100
- 2.6 Able to assume the role of Service Manager, Service Controller (Level 1) or Service Operator as necessary, in their temporary absence or on a cover basis.
 - 2.7 Assist in the training and coaching of any service control staff and others that require training/familiarisation within the service control area including their relevant Emergency Local Control Panel.
 - 2.8 Ensuring a detailed handover to the next Service Controller on shift by recording accurate information on changes to trains, timetables, train or equipment failures and incidents.
 - 2.9 Carries aspects of resource planning such as ensuring that rosters are covered, that the location is fully staffed and undertakes recruitment when appropriate.
 - 2.10 Assist in investigations into operating incidents preparing written reports and developing action plans to instigate remedial actions as defined in the Incident, Investigation and Reporting Procedure, HSEMs Manual.
 - 2.11 Ensure the appropriate timetable is loaded/installed onto the computer each day.

3. NATURE OF WORK

- 3.1 The role requires the active monitoring of the line's train service making use of all resources to reduce the impact of failures and delays. The role requires a significant amount of record keeping and the inputting of service data and the submission of reports on failures and delays. Liaising with a wide range of people informing of train service delays and receiving information that may affect those train services.

4. JOB BOUNDARIES & DECISION MAKING

- 4.1 The Working Reference Manual governs most of the areas of operational decision-making. This role will make decisions without references to higher authority in areas not covered by the Working Reference Manual procedures. The job- holder will coordinate at all levels, acting as central coordinator and liaison point, taking decisions to achieve optimum use of resources.
- 4.2 Health & safety regulations and requirements. Framework agreements and all other Company Policies and Codes are key elements that define this role.
- 4.3 The job holder's performance has a significant and direct effect on cost factors. On a line (or lines) basis the Controller takes decisions to achieve optimum use of resources in pursuance of performance targets and to maximise the line's contribution to the PPP Contract.

5. JOB HOLDER'S COMMAND

None

6. MAIN WORKING RELATIONSHIPS

- 6.1 Service Manager – receive instruction, provide information, and take action
- 6.2 Service Operator – receive information, instructs co-ordinates and directs train service requirements.
- 6.3 Duty Manager Trains/ Stations – receive queries from and pass information. Liaise with during delays to reform the service.
- 6.4 Train Operator – instructs co-ordinates and directs, passes information for onward transmission to customers.
- 6.5 Station Supervisor – Receive / pass information co-ordinates and directs during incidents, reviews work and determines next level of action.
- 6.6 Duty Control Room Engineer – controls a group of sub-stations supplying electricity.
- 6.7 Train Maintainer – Provides maintenance to trains in customer service.
- 6.8 Service Manager – receive instruction, provide information, and take action
- 6.9 Line service centre contractors fault reporting centre – Reporting failures / incidents, receiving updates on response.
- 6.10 Network Control Centre – Receive information and pass information
- 6.11 Signal Standards Manager – Assessing of competence and assurance.
- 6.12 Duty Manager Signals – Assessing of competence and assurance.
- 6.13 Duty Depot Manager – liaises and co-ordinates, directs regarding rolling stock provisions for the line.
- 6.14 Track Access Controller – Liaises, co-ordinates and directs regarding rolling stock provision for the line.
- 6.15 Rostered Duty Officer – Liaises with regarding incidents affecting the line.
- 6.16 Network Rail Companies and other TOC's – Liaises with regarding incidents and train services affecting the line.
- 6.17 DOE/DOME – Liaises with regarding failures of equipment affecting the line.

7. DIMENSIONS

- 7.1 24 hour Shift operational accountability for the delivery of train and station service, co-ordination of all line staff and resources during incidents.
- 7.2 A positive contributory impact on Customer Satisfaction and Journey, as well as staff satisfaction and well being. This role impacts on the achievement of the Key Performance indicators for the Service Control Function as well as Business Goals and Targets.

8. KNOWLEDGE, SKILLS & EXPERIENCE

- 8.1 Knowledge of LU safety & operational procedures, Rolling stock, Traction Current supply, line infrastructure, train operations and train service management. (Essential)
- 8.2 Ability to communicate clearly & effectively, able to impart knowledge of service control operating & safety procedures. (Essential)
- 8.3 Previous experience of customer care, safety and security responsibilities. Ideally, 2 years experience within service control. (Desirable)
- 8.4 Computer literacy. (Desirable)

9. EQUALITY STATEMENT

The jobholder(s) must be aware of and committed to the Equality Policy Statement of London Underground.
The jobholder(s) must also be aware of and comply with other Company requirements associated with Equality issues relevant to his/her post.

10. 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.

The jobholder(s) must understand and be committed to the LU's General Health and Safety Policy statement – Passport to Health and Safety - and the Company's safety priorities and be aware of his/her contribution to such priorities.

The Jobholder(s) must also be aware of and comply with the health and safety legislation and other Company requirements that are relevant to his/her post.

11. ANY OTHER INFORMATION

Please attach a relevant organisational chart for this post.

THIS JOB DESCRIPTION IS FOR JOB EVALUATION PURPOSES ONLY AND IT IS NOT A FULL LISTING OF THE DUTIES OF THE POST.

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. (Desirable)