

JOB DESCRIPTION

JOB TITLE: **Service Manager (Level 2)**

REPORTS TO: **Service Control Manager**

DATE: **April 2005**

1. JOB PURPOSE

1.1 Direct and control the line's resources, to ensure the safe and efficient operation of the train and stations service in order to provide the best possible service to the customer at all times. To manage communications and decision-making processes with the relevant stakeholders and external agencies to resolve incidents.

2. PRINCIPAL ACCOUNTABILITIES

2.1 Ensure compliance to Corporate Performance Standards by staff against specified safety standards in accordance with the Health and Safety at Work Act 1974 and associated legislation, and with LU's Safety Directives to ensure the highest possible standard of staff and customer safety is maintained.

2.2 Manage the effective communications and decision making activities in the resolution of all line incidents.

2.3 Effectively deploy and manage staff performance on shift by:

2.3.1 Leading and motivating the shift team;

2.3.2 Arranging and resourcing training for staff as well as providing on the job training/coaching/mentoring to staff to ensure the required competence to undertake their duties

2.3.3 Setting the benchmark for desired behaviours, attitudes amongst peers and staff

2.3.4 Conducting structured P&D and Team-Talk sessions with designated staff.

2.3.5 Carrying out aspects of resource planning such as ensuring that rosters are covered, that the locations are fully staffed and undertaking recruitment when appropriate.

2.3.6 Ensure that own and all staff have the necessary current licences and competencies to undertake duties.

2.4 Ensure that the Command & control function is adequately resourced and that equipment is functioning and maintained within its specification in order to fulfil its accountabilities 24 hours per day and in the various different states of the service.

2.5 Lead and co-ordinate during any incident/service disruption/systems failure. Will be accountable for:

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- 2.5.1 Ensuring where necessary, that the Emergency Services and LU's ERU have been requested to attend via the NCC and that LUL managers will also attend;
 - 2.5.2 Appointing Silver Control, as necessary, at site of incidents;
 - 2.5.3 Ensuring that the decided strategy is co-ordinated and within the bounds of the requirements for safety on the operational railway;
 - 2.5.4 Liaising with the Rostered Duty Officer and Line Incident Manager as appropriate;
 - 2.5.5 Chair fact-finding enquiries and conduct and produce Formal Investigation Reports as directed to make necessary recommendations regarding remedial actions to avoid a repetition. Provide information in response to customer correspondence on the line.
 - 2.5.6 Manage operational costs within budget limits.
 - 2.5.7 Ensure that suitable action on incidents as defined under the Incident Management Procedures are investigated. Identify potential problem areas where service variation and loss of production may occur, and initiate pro-active remedial action through recommendations and reports to the Service Control Manager.
- 2.6 Reviewing and approving Incident Review and investigation reports (IRFs) where appropriate.
 - 2.7 Undertake planned general inspections of areas of responsibility as defined by the Service Control Manager
 - 2.8 Manage the dissemination of accurate and timely information on Service and Performance for internal and external parties and prepare daily written reports for the senior management team.
 - 2.9 Manage the provision of real time and service related information for customers and staff.
 - 2.10 Ensuring a detailed handover to the next Service Manager on shift by recording accurate information on changes to timetables, train or equipment failures and incidents and station status.
 - 2.11 Ensure that train and station services operate as required. Direct and control shift operations of all train, station managers and staff to ensure customers are provided with a safe and efficient service.
 - 2.12 Liaise with Depot, Signal, Track and other Engineering staff to direct resources effectively.
 - 2.13 Where appropriate monitor the work of contractors operating during the shift to control quality of work practices and resolve unsatisfactory performance in relation to the interface of the works within the railway operations and associated environment.
 - 2.14 Proactive amangement of engineering closures on the line. Ensuring that potential service disruption resulting form possession overruns is minimised.
 - 2.15 Ensure the safe operation of the Line and the compliance of all staff with specific safety standards in accordance with the Health and Safety at Work Act 1974 and the associated legislation and with the LU's Railway Safety Case.

- 2.16 Ensure the smooth transition from Engineering to Traffic Hours at the start of the Service Day and from Traffic to Engineering Hours at the close of traffic.
- 2.17 Through continuously monitoring the train service performance, produce strategies and plans (short, medium and long) to not only maintain the level of service offered and resolve any potential problems, but also to improve service performance and work towards exceeding future goals and targets.
- 2.18 Pro-actively identify and resolve operational problems within Command and Control.
- 2.19 Manage and implement temporary speed restrictions in accordance with the Working Reference Manual procedures.
- 2.20 Manage voice recording equipment and take transcripts from recordings as required.
- 2.21 Manage the interface between LU, Network Rail and Train Operating Companies.
- 2.22 Work with the infracos, exerting a positive control and influence on their decisions. Be able to deal effectively with cross line/business service delivery issues on a daily basis.
- 2.23 Manage the implementation of the adverse weather process
- 2.24 Act as cover for the Service Control Manager as required.
- 2.25 Able to assume the role of Service Controller or Service Operator, as necessary, in their temporary absence or on a cover basis.
- 2.26 Assist in training and coaching of all service control staff and others that require training/familiarisation within the service control area.
- 2.27 Ensure that the appropriate timetable is loaded/installed onto the computer each day.

3. NATURE OF WORK

- 3.1 Assertively manage and deploy the line's resources effectively in order to ensure all Line staff are operating and demonstrating standards of competence, compliance and behaviour, which pro-actively optimises Safety, Quality and Efficiency of Service to the Customer and Line Business Unit.
- 3.2 The capability to recognise operational risk through information gathered and mitigates this by instigating and authorising remedial measures as appropriate.
- 3.3 Will provide support, advice and guidance for line operational staff and senior managers (LIM, SCM, LGM, RDO) with reference to the operational railway and ensure that real-time information is disseminated to our customers.

- 3.4 Will provide professional advice and operational expertise to other areas of the business and major projects. This may require review of documents, report writing, attending meetings, participating in multi agency exercises as the London Underground representative.

4. JOB BOUNDARIES AND DECISION MAKING

- 4.1 The Working Reference Manual governs most areas of operational decision-making. This role will make decisions without references to a higher authority in areas not covered by the Working Reference Manual procedures. The job holder will coordinate and instruct at all levels, acting as central coordinator and liaison point, taking decisions to achieve optimum use of resources.
- 4.2 Health and Safety regulations and requirements, Framework of agreements, Railway Safety Case and legislation and all other Company Policies and codes are key elements that define this role.
- 4.3 On shift manage the line's service resource. Take a strategic view of all incidents, ensuring the best possible service is being operated for the benefit of customers and staff.
- 4.4 Outside of normal office hours, act as the Line General Manager's representative, liaising with LU's media services, the emergency services, the NCC, engineering services and contractors working on the railway. Deputise for the Centurion Manager during periods of absence
- 4.5 Review incidents affecting the railway, hold post incident de-briefs with staff involved.

5. JOB HOLDERS COMMAND

- 5.1 Deploy the line's resources effectively in order to ensure all Line staff are operating and demonstrating standards of competence, compliance and behaviour which pro-actively optimise Safety, Quality and the Efficiency of Service to the customer and Line Business Unit.
- 5.2 Service Duty Controller -
Manages a lines train service, provides real time information, co-ordinates response to incidents affecting the lines operation.
Monitors by: Observation, Formal discussions & interviews, P&D sessions, monitoring reports & logbooks.
- 5.3 Service Duty Controller -
Manages a lines train service, Interacts with engineering fleet staff regarding provision of trains for service, provides real time information, co-ordinates response to incidents affecting the lines operation.
- 5.4 Service Operator -
Manages a signal control area(s), monitors and records train movements, varies timetable working on own initiative, provides real time information.
Monitors by: Observation, Formal discussions & interviews, P&D sessions, monitoring reports & logbooks, and service performance data.
- 5.5 Service Operator (Information) –

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Manages a signal control area(s), monitors and records train movements, varies timetable working on own initiative and/or provides real time information. Monitors by: Observation, Formal discussions & interviews, P&D sessions, monitoring reports & logbooks.

6. MAIN WORKING RELATIONSHIPS

- 6.1 Service Control Manager – receive instruction provide information take action
- 6.2 Service Operator – instruct, receive information, pass on information
- 6.3 Duty Manager Trains/Stations – receive queries from and pass information, monitor reports, instruct and guide during operational incidents.
- 6.4 Track Access Manager – receive/pass information
- 6.5 Fault Report Centre – Monitoring response to failures / incidents, arranging access to failures during traffic hours.
- 6.6 Signal Standard Managers – Assessing of competence and assurance.
- 6.7 Service Controller (Signals) - Assessing of competence and assurance.
- 6.8 Network Control Centre – receive and pass information.
- 6.9 RDO and LIM 0 receive and pass information.

7. DIMENSIONS

- 7.1 24 hour shift operational accountability for the co-ordination of all line staff ranging between one and two thousand people and resources including between 50 and 200 kms track. Act as the Line General Manager's representative outside of office hours.
- 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 AND EXPERIENCE

- 8.1 Knowledge of LU safety & operational procedures, Rolling stock, Traction Current supply, line infrastructure, train and station operations and train service management (essential)
- 8.3 Ability to communicate clearly & effectively, able to impart knowledge of service control operating & safety procedures (essential)
- 8.4 Previous experience of customer care, safety and security responsibilities. Ideally 2 years experience within service control (desirable)
- 8.5 Experience of people management and performance monitoring (desirable)

- 8.6 A working knowledge of rolling stock, signaling principles and Control Room equipment operated within your business area in order to assist in the resolution of any train service problems and incidents.

10. 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 their post.

11. 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.

12. 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 MANAGER INSTRUCTOR ADDENDUM

The following should be undertaken in addition to the tasks listed in the Service Manager 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 Control Staff and any other staff deemed necessary to be competent.
- 1.2 Instruct trainee Service Control Staff 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 Control Staff 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 3 years experience as a Service Manager. (Desirable)