

Job Description

Job Title : Train Operator
Department : London Underground Limited
Reports To : Duty Manager Trains

1. JOB PURPOSE

To drive and/or operate trains, as rostered, in accordance with rules and procedures to the highest standards of safety and customer service

2. PRINCIPAL ACCOUNTABILITIES

- Operates the train in accordance with working manual procedures, safety and emergency procedures, timetable, specified driving procedures and environmental considerations
- Carries out safety and emergency procedures
- Identifies and where possible rectifies train defects
- Provides customers with correct and timely information about delays, emergency situations and general customer travel information
- Communicates with line controllers or other personnel, e.g. signal operators, train maintenance and station staff, about train delays, safety, security and emergency matters
- Carries out train operational safety checks prior to entering service
- Safely disposes of train at end of service
- Drives the train in accordance with line SQE practices

7. MAIN WORKING RELATIONSHIPS

Train Operators will have to liaise with various operational grades. These will include: -

- Instructor Operators
- Duty Manager Trains
- Service Control Staff
- All Station Staff

9. KNOWLEDGE, SKILLS & EXPERIENCE

- Successful completion of the Direct Recruitment of Train Operators Training Course
- Awareness of importance of customer service and the necessity to maximise service quality, including smart appearance and uniform properly worn
- Thorough knowledge and understanding of rules and regulations relating to train operation and ability to execute them
- Ability to comply with LUL practices on smoking, alcohol, drugs and attendance to duty
- Ability to communicate effectively with managers, other members of staff and customers
- Physically fit and reaching LT medical standards of fitness as appropriate to the job



Train Operator Person Specification

Item No.	Person Specification	Essential / Desirable	Method(s) of Assessment
	<u>Skills</u>		
S1	Ability to react safely and quickly to a variety of visual and audio signals	E	DTG Test
S2	Ability to maintain vigilance and concentration at all times	E	Group Bourdon Test
S3	Ability to communicate clearly and effectively	E	Communication Skills Test
S4	Able to follow a logical sequence of steps to diagnose simple electrical or mechanical faults	E	FT7.1 Test and final interview



Item No.	Person Specification	Essential / Desirable	Method(s) of Assessment
	<u>Knowledge</u>		
K1	Knowledge of safety procedures applicable to previous employment	E	Application
	<u>Experience</u>		
E1	Ability to specify previous safety and security responsibilities and describe how those responsibilities have been met	E	Interview
E2	Ability to specify previous experience in working conscientiously towards meeting training course and intervention demands.	E	Interview
	<u>Behaviours</u>		
B1	Safety and Security Orientation	E	Interview
B2	Customer and Commercial Orientation	E	Interview
B3	Communication Skills	E	Interview
B4	Teamwork	E	Interview
B5	Equality Awareness	E	Interview

