



Job Description

Guidance

Job title

Operations Officer

Reporting to (position number)

Assistant Operations Manager

Hayscore/PayBand

Operational Grade

Job Purpose

The CPOS Operations Officer undertakes a wide range of activities on and around the transport network and TLRN applying the principles of prevention, problem solving and partnership working.

Part of a uniformed multi-functional customer service focussed on-street team delivering safety, security and reliability through engagement and enforcement. The role will work a specified shift pattern which may include night and weekend shifts. Working in a range of operational environments, playing a pivotal role in achieving CPOS objectives including prevention of crime and anti-social behaviour.

The Operations Officer will carry out key enforcement and compliance activities across the TfL network based upon individual authority level, for example checking tickets, dealing with parking contraventions, contractual compliance through to ensuring the Taxi and Private Hire trades maintain high standards of compliance.

Key accountabilities

- Routine patrol of the TfL Network and responding to incidents under the guidance and direction of the CPOS Resource & Deployment Centre
- Providing excellent customer service to members of the public and the users of TfL services
- Supporting Bus and Traffic Diversions
- Reporting safety concerns and breaches, ensuring immediate positive action is taken to reduce and mitigate risks
- Identifying potential compliance and enforcement issues and submitting relevant intelligence reports
- Ensuring all systems and reports are completed / updated in a timely and accurate manner
- Attending court to provide evidence
- Carrying out targeted enforcement and compliance activity across a specified Mode (for example; Roads, Revenue Protection and Taxi & Private Hire) based upon individual certification and competence
- Carry out parking enforcement
- Carrying out licensing checks of roadworks, lane rentals, scaffolding etc. Ensuring appropriate reports are submitted or where required that immediate action is taken to prevent breaches
- Act as Scene Bronze / Sub-Bronze as defined within the Surface Transport Incident Management Framework when directed to do so
- Responsible use of delegated authority activities such as CSAS, By-Laws etc and be prepared to undertake additional qualifications ie BTEC, to increase capability to carry out CPOS operational activities where required.
- Deputise for the Assistant Operations Manager when required
- Minimise risks in the workplace by understanding and adhering to safety procedures. Reporting safety concerns and breaches, ensuring immediate positive action is taken to reduce and mitigate risks
- Understand own and others' role in emergency situations
- Support the provision of operational training and development as required
- Deliver WRRR Compliance
- Any other reasonable task or activity as directed from time to time by the management team

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative

Financial Impact

The role is responsible for the enforcement and compliance of Public Transport, Roads, Fleets & Vehicles and Taxi & Private hire and contributes towards the overall On-Street Enforcement income for CPOS / TfL

Key interfaces

The post holder will interface with a wide range of stakeholders, including for example:

Within CPOS:- Operations Managers, Operations Team Leaders, Resource & Deployment Centre, Operations Hub, Analysis and Tasking Team, Operational Policy Team, Senior Managers

Within TfL:- Network Management Control Centre, Network Management, Asset Management, Programmes and Projects Delivery, Human Resources, Technology & Data

External:- Metropolitan Police, City of London Police, British Transport Police, Local Authorities, Utility Companies, Road Works Promoters, Customers, Service Providers, Contractors (WRRR)

Nature of interface with stakeholders is predominantly listening and responding authoritatively to challenge

Knowledge

- A good understanding of TfL's objectives and deliverables and the role CPOS play in this
- Working knowledge of relevant health and safety legislation and the safety implications of working in an operational environment
- Sound understanding of the TfL transport network
- Awareness of the public facing environment within which TfL operates and the wider implication of decision making in the public domain
- Good knowledge of compliance and enforcement activities within TfL

Skills

- Good communication skills - verbal and written across all levels
- Ability to anticipate and prevent conflict and defuse potentially difficult situations
- Resilience with the ability to remain positive in difficult situations
- Willingness and desire to develop new skills and knowledge
- Able to build effective working relationships at all levels internally and externally
- Ability to use initiative and sound judgment, to make informed decisions or recommendations and work under pressure
- Competent in the use of mobile devices and computers
- Ability to communicate instruction and guidance to colleagues and customers effectively
- Confidence to act as lead as required in operational situations including the use of additional authority

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Experience

Operations Officers will have sound knowledge of TfL compliance and enforcement activities including:

- Working in an operational environment, preferably in on-street enforcement and compliance roles
- Responding to and dealing with unplanned incidents
- Background and understanding of enforcement and dealing with difficult situations
- Knowledge of the relevant legislation (Taxi and Private Hire, Bus Revenue, CSAS, Parking Enforcement)

Full training will be provided for required Mode activities.

Our 15 competencies are the generic skills, including interpersonal skills and knowledge need to perform well in a role, but not all of these will be applicable. Based on the requirements of the role, please indicate those competencies that are most relevant (6- 8 max) and the level required (A-E).

Refer to the [Competency Briefing Note for Line Managers](#) for further information and the [Competency Framework](#) to determine the competencies and levels to be included.

Building capability	<input type="checkbox"/>		Communications and influence	<input checked="" type="checkbox"/>	A
Responsiveness	<input checked="" type="checkbox"/>	A	Stakeholder management	<input checked="" type="checkbox"/>	A
Customer service orientation	<input checked="" type="checkbox"/>	B	Planning and organisation	<input type="checkbox"/>	
Strategic thinking	<input type="checkbox"/>		Commercial thinking	<input type="checkbox"/>	
Problem solving and decision making	<input checked="" type="checkbox"/>	A	Safety awareness	<input checked="" type="checkbox"/>	B
Organisational awareness	<input checked="" type="checkbox"/>	A	Managing business performance	<input type="checkbox"/>	
Change and innovation	<input type="checkbox"/>		Team leadership	<input type="checkbox"/>	
Results focus	<input checked="" type="checkbox"/>	A			

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.

All employees must understand and be committed to Transport for London's Health and Safety Policy statement and the Company's safety priorities and be aware of their contribution to such priorities. All employees must also be aware of and comply with all current health and safety legislation and other Company requirements that are relevant to their role.

EQUALITY STATEMENT

Transport for London values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Equality Policy Statement of Transport for London. All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.

CRIME & DISORDER STATEMENT

It is a statutory requirement for all departments in TfL to follow Section 17 of the Crime and Disorder Act 1998. Section 17 requires authorities to consider the likely affect on crime and disorder and community safety in all that they do, and take action to prevent crime and disorder, substance misuse, anti-social behaviour and behaviour that adversely affects the environment. TfL has voluntarily been committed to following Section 17 since 2006, but we must all make sure that it is considered in decision making, policies and procedures in the same way that equality and health and safety are.

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ADDITIONAL INFORMATION AND/OR ADDENDUM

The post holder will be working within a secure area of the building, as such successful candidates will be required to pass the appropriate MPS vetting prior to starting in post.

The post holder is expected to gain and maintain CSAS accreditation and NPPV2 vetting and be prepared to be trained and accredited in the specialism in accordance with the role.

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