

# Your role



**Service Controller**

**Delivering a world-class Tube**

# The start of an amazing journey

**We're entering the most exciting period in London Underground's 140-year history. Billions of pounds are being invested to create a twenty first century Tube that's a pleasure to work in and a pleasure to use.**

We know two things for certain; that great customer service is the key to achieving world-class status, and that it's vital to support our customers through this challenging period of change.

We want to deliver a reliable train service with the high standards of customer care that are part of our heritage.

Your role is vital. This is why we are building a brilliant team of enthusiastic and committed professionals, equipped with the skills to deliver an excellent service to our customers.

# Where do you come in?

Service controllers play a vital role in customer service. We expect you to take responsibility for delivering a safe and reliable journey for customers in your area.

## You are accountable for three key areas:

### 1. Operational excellence

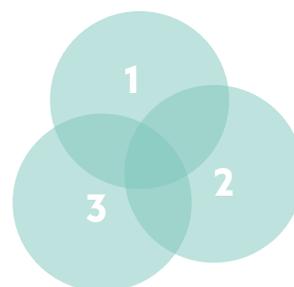
Your role is to proactively manage the train service, track access and engineering works on your line safely and efficiently, doing all that's necessary to achieve and maintain the timetable every day, while making sure your decisions have a positive impact on customers.

### 2. Customer care

The job should not be narrowly concerned with trains and timetables, but take a wider view that's focused on our customers' needs – making sure they have the information they need to make informed decisions about their journey – and providing them with the best possible train service.

### 3. Communication

A key part of your role is to provide prompt, accurate train service information to all stakeholders, including staff, customers, managers, maintenance engineers and other lines.



How your time should be split.

Service competence and assurance controllers (level 2) have an additional role:

### Service and safety quality enhancement

In addition to managing resources as part of the Service Delivery Unit, and dependent on your qualifications and experience, you may be involved in managing the competence assurance of service operators, controllers and managers within service control.

It's your job to make sure that we achieve the highest standards of customer service by constantly looking to improve our service quality enhancement measures.

# Level 1 and level 2 service controllers

## 1. Operational excellence

It's down to you to maintain a safe, secure, reliable service that follows all LU's company standards, and local and network instructions.

### Your role is to:

#### I Monitor the service

- Constantly monitoring service performance and loadings and advising the appropriate service control staff and/or fault report centre of any signal control equipment failures. Helping the service manager to plan service amendments
- Monitoring traction current supplies and informing the service manager and/or the fault report centre of any defects. Making sure that authorisation to discharge traction current is passed to the duty control room engineer at close of traffic, ready for the start of engineering hours
- Recording all train movements through the area of control if required and/or during or following disruption
- Testing signals and checking emergency equipment regularly, reporting any faults, and recommending the appropriate course of action.

#### II Take action to minimise the impact of disruption on our customers

- For service controllers, advising appropriate control staff of any service disruptions and acting on their instructions, taking the necessary action to provide the best train service possible, organising protection when necessary
- Helping to co-ordinate the response to incidents
- Operating back-up facilities and working at remote locations during failures. Providing

advice and guidance to ensure successful repair and the safety of staff and customers

- Acting on information published in the E.W.S.A, engineering notices, traffic circular and special train notices for any short-notice train movements
- Using the best methods to carry out train cancellations, diversions and reformations
- Minimising the impact of any disruption to customers and staff by making manual adjustments to the train service.

#### III Record, collate and analyse data

- Collating and analysing real-time service performance data, monitoring the effects of all incidents that disrupt the normal operation of the train service
- Accurately recording all incidents occurring on shift
- Ensuring a detailed handover to the next service controller on shift by recording accurate information on changes to trains, timetables, train or equipment failures, incidents and station status
- Making sure the appropriate timetable is loaded/installed on to the computer each day where this is a requirement
- Maintaining a written log book in a legal format for use by the Company and other bodies
- Producing statistics, computer information and written reports as necessary, for senior management.

# For service competence and assurance controllers (level 2)

## 1. Operational excellence

You will manage direct resources to make sure our customers enjoy a safe, efficient train service, taking the appropriate action when procedures or systems fail.

### Your role is to:

- Assist in investigations into operating incidents, preparing written reports and developing action plans to instigate remedial actions
- Develop action plans for the Service Delivery Unit (SDU) on potential problem areas for the service, initiating remedial action through recommendations to the service control manager, e.g. software modification to enhance train movement efficiency
- Attend incidents causing disruption to train services and helping to restore normal services
- Represent the SDU in planning meetings involving planned suspensions or engineering work
- Evaluate reported failures and their impact on the provision of an efficient train service, assessing their relative urgency and safety implications
- Respond to failures of the computerised and conventional signalling system, advising on the appropriate remedial action and helping to diagnose faults with technical, electronics and systems section staff, determining whether the faults are critical or not
- Qualify for and operate signal cabins and control rooms.

## Level 1 and level 2 service controllers

### 2. Customer care

While you may not meet our customers face to face on the job, your decisions are crucial to the quality of their journey. They rely on you to keep them safe, informed and on the move.

#### **Your role is to:**

- Send out accurate, real-time information for customers to empower them to make informed decisions
- Manage the process of disruption and recovery to ensure the minimum impact on our customers. This, and not simply the fastest return to the timetable, must be one of your priorities
- Make service decisions with the full knowledge of the situation across the network (not only on your line) and the impact your decisions will have on customers
- Be flexible and responsive to changing customer needs.





## Level 1 and level 2 service controllers

### 3. Communication

This is a liaison role, where you'll need to manage a constant flow of clear, accurate and timely information to colleagues and customers.

#### Your role is to:

- Advise train staff and managers about changes in service requirements
- Provide real-time train service information via staff or NOC (Network Operations Centre) for transmission to customers
- Operate all available customer information systems, making sure that service updates are sent to other affected lines, the NOC and line-based management teams
- For service controllers (level 2), liaise with the relevant stakeholders (for example, other customer services staff) to:
  - Put the correct protection arrangements in place to enable track access
  - Manage all issues relating to traction current, including emergency discharge traction current, authorising recharge during and following an incident, and charging and discharging to allow planned and emergency engineering works. If traction current supply fails or there's an emergency discharge, identifying all stalled trains in accordance with the LU Rule Book
- During failures, liaise with and provide advice and guidance to all maintenance and engineering staff, offering protection in line with procedures where available to ensure the successful repair of equipment and ensuring customer and staff safety
- Maintain a quality interface with other Train Operating Companies (TOCs), Network Rail, infracos and other organisations.



## For service competence and assurance controllers (level 2)

# Service and safety quality enhancement

As a service competence and assurance controller, it's down to you to ensure that all the service control team have the competencies they need to ensure the highest quality customer service.

### Your role is to:

- Ensure that service operators, controllers and managers perform their duties competently to maintain the highest possible safety and procedural standards
- Make sure that all equipment is used correctly, efficiently and to an optimum
- Ensure that service operators, controllers and managers comply with all relevant health and safety legislation and company standards
- Quantify and monitor the service performance of service operators, controllers and managers to enable them to carry out their duties safely and effectively
- Monitor all safety records kept by service operators, controllers and managers to make sure they are maintained correctly for line safety audits
- Audit and help in regular planned general safety inspections and report accordingly
- Prepare training programmes/modules for current or new equipment and deliver training courses as required
- Conduct performance and development interviews with nominated staff.



## For service competence and assurance controllers (level 2)

### Communication

This is a liaison role where you will interact with a wide range of stakeholders and external organisations in addition to day-to-day communication with colleagues, report-writing and advisory tasks.

#### Your role is to:

- Conduct consultation and local negotiation with trade union and health and safety representatives and attend management and trade union meetings on behalf of the Service Delivery Unit.

#### All service control staff will also be required to:

- Help in investigations into operating incidents
- Fully co-operate in training and coaching staff as part of a professional approach to learning for all service control staff. Demonstrate and give familiarisation in your location
- Where you hold the appropriate licence, cover higher-grade positions, short-term, when required
- When other cover arrangements are exhausted and you have the appropriate licence, cover lower-grade positions, short-term, when required
- As new equipment is developed and introduced, learn to operate this equipment and embrace the functionality it brings
- Contribute to aspects of resource-planning for your location.

# What skills, knowledge and experience do you need?

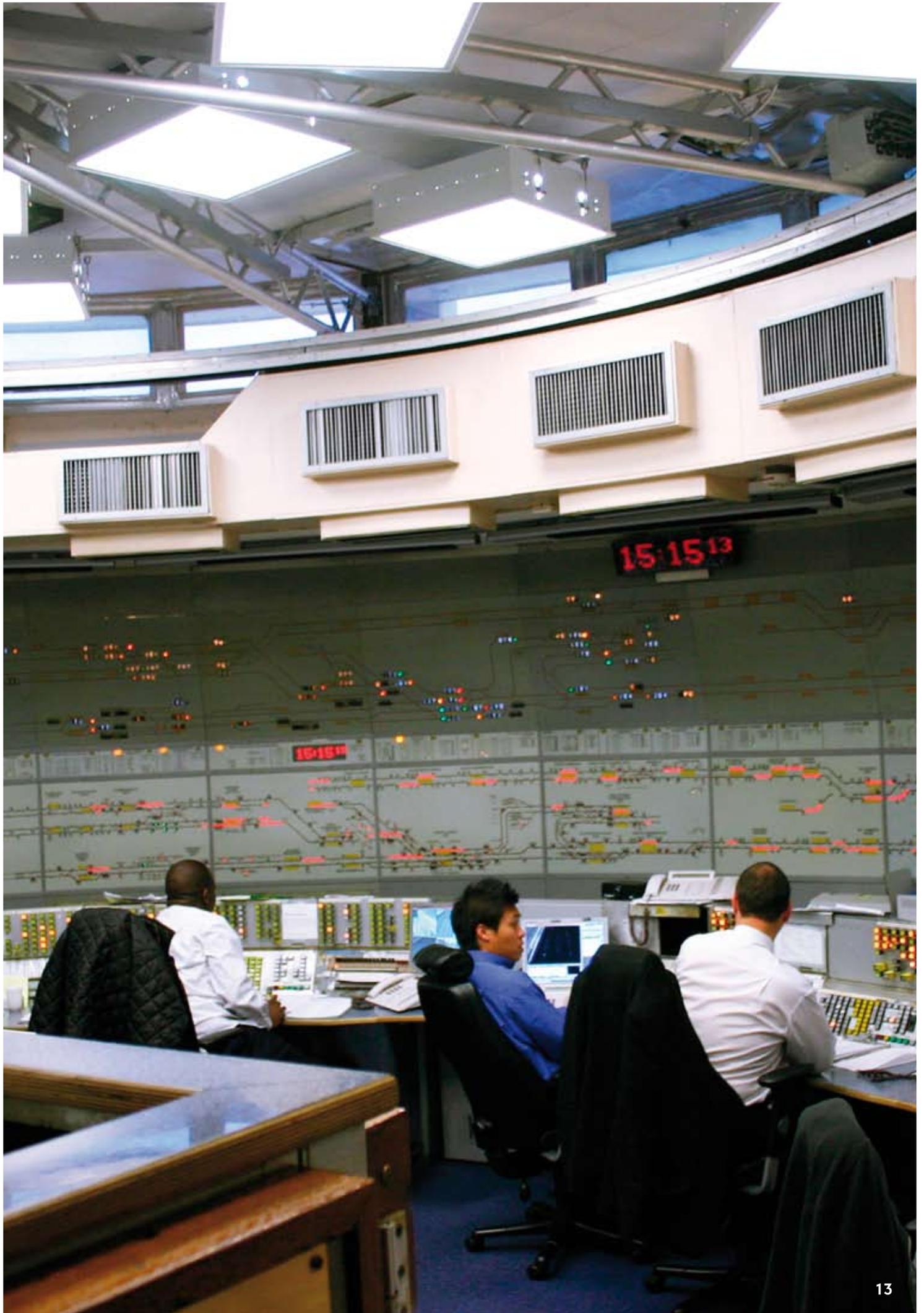
## **Service controllers (levels 1 and 2)**

- Knowledge of LU safety & operational procedures, rolling stock, traction current supply, line infrastructure and train operations
- Ability to communicate clearly and effectively, and to impart knowledge of service control operating & safety procedures
- Preferably, previous experience of customer care, safety and security responsibilities
- The ability to acquire up-to-date qualifications
- The ability to acquire computer literacy
- High level of accuracy
- Ability to multi-task
- The ability to work on your own initiative under pressure.

## **Service competence and assurance controller (level 2)**

In addition to the above, you'll need:

- Knowledge of train service management, and a thorough working knowledge of signalling, control and information systems
- Ideally, to hold, or have held, service operator qualifications.



## Main working relationships

As a service controller, you work with a wide variety of other professionals:

- Station staff and station supervisors
- Duty station manager and group station manager
- Service control staff
- Duty managers trains
- Train operations managers
- British Transport Police and other emergency services
- NOC (Network Operations Centre)
- Service operators
- Service managers.

## Your working hours

Your shifts will include weekends and public holidays. Shifts can start as early as 04.45 and some shifts finish as late as 01.30. It's very important that you report for work on time. For extreme shifts, staff taxis are available.

## Equality statement

Everyone who works for London Underground must be aware of and committed to the equality policy statement.

## Health and safety statement

Everyone who works for London Underground must comply with the health and safety standards of London Underground.

# We value time – our core value and behaviours

At London Underground we have one core value – **valuing time**. This is about valuing our customers' time (and our colleagues' time too), so that we are able to give time back to our customers and improve the quality of time they spend in our hands.

Valuing time lies at the heart of everything we do and everything we measure – it's a strong and deep-seated principle that will guide us on our journey.

Our behaviours describe how we should all work with each other throughout the Company. They support the core value – indeed their purpose is to help us in **valuing time** by ensuring speed and clarity and by helping us work more effectively.

## Our behaviours are:



### Active

- Deliver with speed, reward results
- Always look for better ways of doing things
- Take the initiative and make decisions
- Demonstrate resilience and determination in overcoming barriers.



### Accountable

- Take personal responsibility for delivering on promises
- Provide direction and clarity about timescales and responsibilities for delivery
- Consistently role model LU behaviours
- Explain clearly what others can expect of you.



### Fair and consistent

- Demonstrate integrity through fairness of decision-making
- Explain decisions openly and transparently
- Listen and seek to understand the views and needs of others
- Provide opportunities fairly for people to develop their skills.



### Direct

- Resolve issues quickly and openly
- Be able to give and receive constructive feedback
- Challenge where appropriate, demanding pace and directness from others
- Provide straightforward information in language that is clear and simple.



### Collaborative

- Demonstrate trust in others, drawing on their skills and experience when needed
- Share knowledge to help others make informed decisions and find solutions
- Respect the individual qualities, perspectives and time of others.

Our belief is that the way we do things is as important as what we actually do, and this is how we are measured. To sum up, by adopting these behaviours and keeping our core value at the heart of everything we do, we will deliver our vision of **a world-class Tube for a world-class city** by providing excellent customer satisfaction.



## **We support you all the way**

To help you provide world-class customer service, LU gives you all the support you need, with training, clear, stringent procedures and standards, and full support from your manager and the rest of the team.