

Your role



**Service Operator &
Service Operator Information**

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 operators and service operator information have a vital role in providing the best possible customer service. We expect you to play a key part in delivering a safe and efficient train service, and giving colleagues and customers the service information they need.

You are accountable for three key areas:

1. Operational excellence

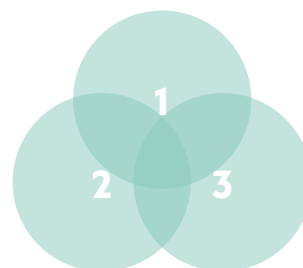
Your role is to undertake behind-the-scenes work that customers don't necessarily see, but which lies at the heart of great customer service – delivering a safe, reliable, hassle-free journey. You will need a thorough knowledge of our network, operational procedures and railway safety standards.

2. Communication

Both are liaison roles, working with stakeholders and customers to provide a continuous flow of information. The control and direction of all service information is the key focus of the service operator information role. This includes providing accurate and timely information to stakeholders and maintaining written records of all information received and broadcast for audit purposes.

3. 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.



How your time should be split.

1. Operational excellence

The service operator's role is to maintain the timetable and regulate the train service, while the service operator information monitors the service and directs service information to where it's needed. Both optimise safety, efficiency and support for our customers.

Your role is to:

I Maintain the timetable and regulate the train service

- Operating the appropriate signalling equipment at your location
- Making manual adjustments when necessary
- Liaising with the service controller to plan train service amendments
- Acting on information published in the E.W.S.A engineering notices, train circulars and special train notices for any short-notice train movements
- Suggesting the best methods of implementing train cancellations, diversions and reformatations.

II Monitor the operation of the train service to achieve the best possible customer service

- When necessary, recording all train movements through the area of control
- Advising the service controller when service disruptions develop, and acting on the service controller's instructions, taking necessary action to provide the best train service possible
- 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
- Testing signals and checking emergency equipment regularly, reporting any defects, and recommending the appropriate course of action.



2. Communication

Our core value is **valuing time** and delivering prompt, accurate and timely information to stakeholders and customers is an important part of your role.

As a service operator your role is to provide a comprehensive flow of communication by:

- Operating communication equipment as necessary
- Advising train staff and managers about changes in service requirements
- Providing real-time train service information for transmission to customers
- Maintaining a written log book in a legal format for use by the Company and other bodies
- Ensuring a detailed handover to the next service control operator on shift by recording accurate information on changes to trains, timetables, train or equipment failures, incidents and station status.

As a service operator information, your role is to control and direct information to stakeholders and customers by:

- Co-ordinating and collating information from internal and external sources
- Providing accurate and timely information to landlords, asset users, senior management, staff and other transport undertakings
- Directing customers to alternative services where available via the train operator or station management, giving due regard to key performance indicators set out in the Customer Charter
- Providing an immediate response point, dealing with all queries from station staff and duty and senior managers, online real-time service information, breakdowns, etc.
- Maintaining written records of all information received and broadcast for management audit purposes. Collating statistical data and relaying it to the relevant departments to allow compilation of KPIs. Providing written reports when appropriate
- Making sure that effective communication methods are maintained within the area of your control, e.g. updating the 19 telephone system on a regular basis, and using the train radio and LU pager and Simlink systems
- Ensuring a detailed handover to the next service operator information on shift by recording accurate information on changes to trains and timetables, train or equipment failures, incidents and station status.

3. 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 to 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 your priority
- 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.

Service operators and service operator information will also be expected to:

- Organise protection during failures, or at the request of the service controller, and facilitate repair and return of services (service operators)
- Fully co-operate in training and coaching staff as part of a professional approach to learning for all service control staff. All staff will demonstrate and give familiarisation in their location or area
- As new equipment is developed and introduced, learn to operate this equipment and embrace the functionality it brings
- Cover higher grade positions short-term, when required, if you have the necessary licence
- Assist in investigations into operating incidents.



What skills, knowledge and experience do you need?

- Knowledge of LU safety and 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 and safety procedures
- Ideally, previous experience of customer care, safety and security responsibilities
- Ability to work on your own initiative under pressure
- High level of accuracy
- Ability to multi-task.





Main working relationships

As a service operator/service operator information, you work with a wide variety of other professionals:

- Station staff and station supervisors
- Service controllers
- Train operators
- Service manager
- Service control manager

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.