

Your role



Revenue control inspector

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?

Revenue control inspectors play a vital and highly sensitive role in providing world-class customer service. We expect you to safeguard the revenue that's essential to our business, while providing excellent customer care.

You are accountable for three key customer service areas:

1. Protecting revenue

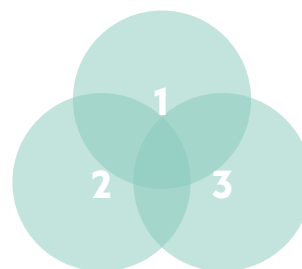
Your role is to be responsible for ensuring that all customers using the Tube are in possession of valid travel documents and have paid the correct fare. It's also a key part of your role to detect and prevent fraudulent travel that could cause a loss to London Underground.

2. Communication and training

You will live London Underground's value and behaviours day-to-day, gathering and communicating vital information on revenue loss to managers, providing guidance and training to colleagues and communicating in a positive and productive way with our customers.

3. Customer care

You will provide a visible and reassuring presence to our customers, remaining totally customer-service orientated in a sensitive and potentially confrontational area.



How your time should be split.

1. Protecting revenue

It's your job to ensure that London Underground's customers have the right ticket/oyster card for their journey. This may involve detecting and reporting fare evasion.

Your role is to:

I **Ensure that customers have a valid ticket/oyster card for their journey**

- Performing ticket-checking duties in uniform or plain clothes throughout the traffic day at gatelines, on trains, station platforms, subways and any other location as directed by the duty revenue control manager or other senior managers. You'll do this by examining tickets or authority-to-travel documents, and when necessary, issuing penalty fares
- Undertaking special exercises, fraud investigation, plain-clothes duties, crowd-control duties and other duties to prevent loss of revenue.

II **Rigorously pursue the prosecution of those who act illegally**

- Compiling legal statements and documents to initiate legal proceedings in case of fraud or other offences, as directed by the revenue control manager
- Serving summonses, attending court and giving evidence on behalf of LUL
- Conducting investigations where fraud or fare evasion is suspected or has been detected, and following these up by conducting interviews with offenders.

2. Communication and training

Communication is a key part of your role, ensuring that your managers are kept fully informed and that station staff colleagues understand your role and how they can help.

Your role is to:

I Provide detailed records of your activities

- Compiling comprehensive reports of fraudulent travel, penalty fares, special exercises and any other forms of revenue loss for the duty revenue control manager
- Compiling duty statements of activities for the duty revenue control manager, in accordance with the current revenue control procedures.

II Give guidance and training to your colleagues

- Offering advice and guidance on revenue control procedures to station staff who are employed on gateline duties throughout the traffic day
- Providing on-the-job mentoring to newly appointed revenue control staff.

3. Customer care

Your role is to prevent loss of revenue while ensuring that our customers enjoy a truly world-class experience. We don't just want our customers to be satisfied, we want them to be delighted with their journey.

Your role is to:

I Make sure customers can buy the right ticket and enjoy a fast, hassle-free journey

- Operating ticket machines, hand-held checking devices, station control units, automatic and manual gates, radio equipment and other machinery to help customers quickly on their way, while maximising revenue control.

II In special circumstances, help your colleagues take care of customers

- When there is an incident or emergency: informing the appropriate staff, discharging the traction current, operating communication equipment, attending trains, evacuating passengers, liaising with emergency services, and helping other qualified staff as necessary
- Helping in special exercises designed to introduce new customer facilities such as automatic gates and other ticket-related equipment
- Remain polite, calm and courteous with customers.



What skills, knowledge and experience do you need?

- An ability to prepare written reports with a high degree of accuracy
- Excellent customer care skills in a sensitive and potentially confrontational area
- A thorough knowledge of:
 - fares structure and ticketing facilities
 - operation of ticket-issuing and validation equipment
 - causes of, and ways of detecting revenue loss
 - bye-laws and regulations
 - Police and Criminal Evidence Act.
- Good oral communication skills with the ability to:
 - coach station staff employed on gateline duties
 - advise customers on fares and travel matters
 - give evidence in court as required
 - remain polite and courteous to customers in confusing situations at all times.



Main working relationships

As a revenue control inspector, you work with a wide variety of other professionals:

- Station staff and station supervisors
- Contractors
- Visitors and tenants
- Duty station manager and group station manager
- Service controllers and service managers
- Duty managers trains
- Train operators
- Duty revenue control managers and other revenue control inspectors
- British Transport Police and other emergency services.

Your working hours

Your shifts will include weekends and public holidays at the majority of stations. 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.