



## Job Description

## Guidance

### Job title

Asset Operations Engineer

### Reporting to (position number)

Network Asset Operations Engineer

### Hay score / Pay Band

Q2

### Job Purpose

The Asset Operations Engineer provides support to the Network Asset Operations Engineer (NAOE) and Senior Operating Officer (SOO) to ensure the safe and effective management of asset-related incidents that impact on the London Underground (LU) network.

The role is responsible for supporting the Network Asset Operations Engineer to assure the availability and performance of all LU network assets to meet service targets.

### Key accountabilities

Support the Network Asset Operations Engineer (NAOE) in the management of Category 1 and 2 asset incidents and failures across the LU network and any other necessary asset related issues, ensuring grip and pace is maintained by key parties throughout all service affecting or potential service affecting incidents  
 Support the NAOE to coordinate the engineering response to incidents including liaison with LU Assets teams, call out of contractors, monitoring progress, oversight of fault reporting and close out  
 Deputise for the NAOE as appropriate, providing the SOO with the relevant technical expertise and advice in order to make effective strategic network decisions in the event of an asset failure or incident and enable them to balance engineering vs operational priorities  
 Work closely with business asset and operations teams to ensure a 'One Team' approach to managing asset failures  
 Work closely with the Engineering Works Manager and possession teams to support the successful completion of minor or major works, provide on-site support and resources as required  
 Manage emergency access requests for Stations and Track  
 Support the implementation of adverse weather processes, ensuring all appropriate actions are carried out in advance of or during seasonal changes  
 Remote oversight of relevant assets and cost-effective resolution of issues  
 Manage the emergency Remote Fire Isolations process  
 Maintain an oversight of the LUCC Operator role to support in the management and resolution of high priority (service affecting) faults across the network, escalating to the Network Operations Engineer as appropriate

### People management responsibilities

Does this role have people management responsibilities?

Yes

No

If yes, then the role-holder is responsible for leading and supporting the people that report to them in a way that allows those individuals to perform and develop to their best in their career at TfL.

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

None

## Key interfaces

Senior Operating Officer  
LUCC Managers  
Emergency Response Unit  
NIRM  
Engineering Works Manager  
LUCC Team Leaders and Operators  
Assets teams for Signals, Stations, Track, Fleet etc.  
Maintenance and project contractors

## Knowledge

HNC /HND / Degree level qualification in an engineering discipline e.g. Electrical, Telecommunications, Mechanical or Civil Engineering is desirable  
Holistic and geographical understanding of the railway which enables rapid management of the incident and minimises impacts more widely to the network (desirable)  
Knowledge of engineering standards, and Rule Books and their supplements (desirable)  
Knowledge at the level of operational principle of the different stocks and signalling systems (traditional and new) in operation and development across the railway (desirable)  
Knowledge of who to go to to obtain the most appropriate advice and guidance (essential)  
Understanding of how Assets and Operational teams work together in order to keep the network running (desirable)

## Skills

Excellent verbal and written communication skills  
Ability to work under pressure  
Risk management  
Ability to analyse complex information  
Problem solving and decision making  
Planning and prioritisation  
Ability to understand detailed technical drawings

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## Experience

Engineering /technical experience of working in an operational railway environment or similar industry (essential)  
 Practical experience working in an asset management role (desirable)  
 A track record of consistency in performing under pressure to meet tight deadlines (essential)  
 Stakeholder management of external partnership organisations, contractors, and sub-contractors (desirable)

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 with A the least complex and E the most complex level.

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

### 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 within 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.

### PRIVACY & DATA PROTECTION STATEMENT

Personal information relating to TfL's customers, workforce and members of the public, must only be collected, accessed or used by employees for legitimate business purposes directly related to the performance of their duties; and in accordance with their terms and conditions of employment, TfL's Privacy and Data Protection Policy, The TfL Code of Conduct and relevant HR policies. The misuse of personal information is generally viewed as gross misconduct and may also constitute a criminal offence.

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## ADDITIONAL INFORMATION AND/OR ADDENDUM

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