



Job Description

Guidance

Job title

Reporting to  
(position number)

Hay score / Pay Band

Job Purpose

Key accountabilities

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

## Key interfaces

## Knowledge

## Skills

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## Experience

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			Communications and influence		
Responsiveness			Stakeholder management		
Customer service orientation			Planning and organisation		
Strategic thinking			Commercial thinking		
Problem solving and decision making			Safety awareness		
Organisational awareness			Managing business performance		
Change and innovation			Team leadership		
Results focus					

## 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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