

Description - Internal

Please note:

Applying for this role means you have read and understood this advert and any associated links.

This recruitment campaign is to recruit for a number of opportunities as well as recruiting to a waitlist.

Due to the expected high response to these vacancies, we reserve the right to close this campaign once we have a suitable pool of applicants, which could be prior to the published application closing date.

Grade: Operational BSC

Salary: £37,222

Contract Type – London Bus Services Ltd Permanent

*Increasing to £38,789 after 1 year in post

The closing date for applications is Sunday the 13th of May at 23:59pm

Location: You could be based anywhere in the Greater London area, depending on business requirements.

Overview of role

Transport for London (TfL) leads the way as a unique public service – and it's a great place to develop your career. We treat our staff with the same commitment we give our customers; their satisfaction is a measure of our success.

If you are passionate about customer service and get a real buzz from helping people, come help us demonstrate that "every journey matters", and ensure that our customers remain at the centre of everything we do here in Bus Operations. Not only will you enjoy a highly competitive salary and benefits package – you will also be part of a team committed to exceptional service delivery.

We are looking for friendly, reliable, helpful people with outgoing personalities and a genuine passion for delivering outstanding service and safety standards, to join us as a **Bus Station Controller**. We are looking for confident people who can quickly take in information about our services, become experts on their local working areas and promote a positive image at all times.

You must also be prepared to work a shift pattern, in different weather conditions and spend time on your feet and outside.

You will be the face of TfL at our bus stations, responsible for managing the operation of bus stations and interchanges. You will work without direct supervision, managing the flow of buses within the station and acting proactively to ensure the safety of customers and operator's staff.

You will advise customers on their journeys with real time information, whilst providing a welcoming presence throughout the station.

Key Accountabilities

- **Customer service**
 - Deliver world-class service by actively providing assistance to customers, including those with special requirements, with bus service and onward travel information
- **Incidents and emergencies**
 - Assist to ensure the safety of customers and other stakeholders, and to restore service as quickly as possible, in line with TfL Bus Operations rules and procedures (as directed)
 - Take steps to prevent overcrowding and assisting customer flow and bus station evacuation where necessary
 - Respond to and report all incidents affecting the TfL network, within the bus station and surrounding area
- **Station support**
 - Supervise the operation of the bus station. This includes carrying out safety checks, resolve local issues or report defects as required
 - Ensure the efficient use of space by operators; at bus stations and local interchanges
 - Monitor and report all potential or actual problems and take the necessary steps to ensure immediate safety and seek remedial action
- **Compliance**
 - Ensure that all bus station stakeholders comply with TfL's Code of Conduct for the Operational use of Bus Stations
 - Be familiar with all operators' contractual requirements and ensure these are fulfilled. Take necessary action to resolve conflicts of interest and draw them to the attention of senior management where local resolution is not successful
- **Stakeholder Engagement**
 - Disseminate information relating to bus disruptions to relevant stakeholders; including bus operations and the Network Management Control Centre
 - Establish and maintain good working relationships with all stakeholders using the facility or interchange

Skills, Knowledge & Experience

Skills

- Ability to analyse information and make decisions (Essential)
- Ability to work effectively with stakeholders to achieve effective business results (Essential)
- Good relationship building and collaboration skills (Essential)
- Proven ability to work as part of a team (Essential)
- Excellent written & verbal communication skills (Essential)
- Ability to use Microsoft Office (Essential)

Knowledge

- Understanding of Health & Safety and other relevant legislation, and their application (Essential)
- Understanding of London's bus operations and operators, and other public transport modes (Desirable)

Experience

- Experience of delivering excellent customer service in a busy environment (Essential)
- Experience at supervisory or management level (Desirable)
- Experience in defect reporting and incident management (Essential)

Application Process

Please apply using your CV and a two page (maximum) covering letter. Word format preferred and do not include any photographs or images.

Please think carefully about the skills, knowledge and experience outlined in the job description and ensure your CV and cover letter reflects the requirements of the role you are applying for. Short listing will be carried out on the basis of answers to any pre-screening questions and the information on your CV and covering letter.

Once you apply you will be sent a link to an online test via our assessment provider Talogy. This will be sent on a weekly basis and will always be on the Monday following the successful completion of your application and you will have 5 calendar days in which to complete from the date it was sent. The test will be sent out via Cubix Online. If you have not received the email by the Tuesday of that week, please check your junk/spam emails. No extensions will be granted, therefore If you are unable to complete your test within the 5 days, we would advise you to refrain from submitting your application at this time. If you do not complete the tests within 5 days of receiving the email, you will be automatically removed from the process.

The final stage will consist of a face to face interview in London.

Assessment Process

The recruitment process consists of the following stages. You will need to pass each stage to progress onto the next:

Stage 1: Online Test

Stage 2: CV and cover letter screening*

Stage 3: Role Play and Written Exercise

Stage 4: Competency Based Interview

It will take 10-14 days after the final assessment event to hear the outcome.

*Please note - we reserve the right to add an additional assessment should we receive a high number of applicants.

Campaign Timetable

The campaign is running to a very specific delivery timescale as determined by the business and there will only be enough slots for the number of candidates invited. Dates for the Assessment Centre will be opened on an ongoing basis, therefore if there are no slots available please check again the following day. You are encouraged to schedule into an assessment event as early as possible. If you do not book an assessment, you will be withdrawn from the campaign.

Candidate Charter

You can download a copy of the Candidate Charter [here](#).

This outlines our commitment to you as a candidate by providing insight into our recruitment process. It also outlines our expectations with regards to your engagement with us, to ensure that you receive the best recruitment experience possible, as we believe you should know the standards of service you can expect from us. You must read this document prior to submitting your application in order to understand every aspect of the process.

Reasonable Adjustment Process

If you require reasonable adjustments, you must notify the recruitment at least 48 hours (excluding weekends) prior to your scheduled assessment event to allow us to accommodate your requirements. You will then be sent a confirmation email which you will need to bring to your assessment. If you fail to bring this on the day your adjustments will not be granted, and you will be unable to re-book. We will consider that you are the expert regarding your own requirements, and we will consider all requests fairly within the context of the role.

Please note: The online test is a timed test, therefore if you require any reasonable adjustments to be made in order to assist you, then you will need to advise us before you begin the test. Requests for reasonable adjustments cannot be made after the test has been started.

Please take the time to read the Disability Charter [here](#).

Notice of Cancellation

We require you to give a minimum of 48 hours' notice of cancellation or re-schedule. Non-attendance at your Assessment Event may lead to your application being withdrawn.

Please note: Your assessment may be rescheduled once only and reschedules will only be granted if there are assessment slots available, so please make sure you check you can make an appointment before booking. Subsequent cancellation may lead to your application being withdrawn. If you do not follow the process outlined in the Candidate Charter you risk being withdrawn from the campaign.

Outcomes

Outcomes for the assessment will be provided 10-14 days after assessments have concluded.

Appointment to post

In order to be appointed to a post, candidates must successfully pass a medical screening and a drug & alcohol test.

On appointment to the post, candidates will need to complete 3 weeks of classroom-based training, followed by 4-6 weeks in-station shadowing.

Although you may be successful and offered the role – you may not commence employment in the role or start training immediately. There may be a requirement to delay your start date until you are required.

Training

On appointment to the post, candidates will need to complete 3 weeks of classroom-based training, followed by 4-6 weeks in-station shadowing.

Feedback (Internal applicants only)

Please be advised that as part of our Performance and Development process, it is highly recommended that you request feedback following your Assessment Centre, regardless of the outcome. You have up until 8 weeks after your assessment to request feedback.

All feedback is valuable and can provide future direction and development. When requested, please include details of your Line Manager (or nominated champion) who will be provided with a copy in order for them to be able to provide this support for you.

Due to the nature of the Online Test we cannot provide individual feedback, however, we can provide your score against the benchmark.

Location

You could be based anywhere in the Greater London area, depending on business requirements.

Contacting Us

If at any time you need to speak to anyone within the Recruitment Team, then please contact us on 0203 005 1680 (local rate charges from all phones including mobiles) or email HighVolumeCampaigns@tfl.gov.uk

Eligibility

Probation

In line with our Resourcing Policy (Feb 2014), internal employees are required to complete their probationary period before applying for internal TfL positions. Please ensure you have successfully completed your probation before submitting an application for this role, otherwise your application may be withdrawn.

Formal warnings

Internal employees with any current formal warnings are not eligible to apply for internal TfL vacancies until expiry of the warning. Ineligible applications may be withdrawn. Details of what is defined as a current formal warning can be found on Platform: <https://transportforlondon.sharepoint.com/sites/Instructions-and-guidance-people-performance-and-rewards/SitePages/Applying-for-a-vacancy-with-a-formal-warning.aspx>

NPL Applications

Applications to internally advertised roles can only be accepted from temporary workers who are on PAYE terms via agency, or PAYE via Umbrella Companies.

Temporary workers who are paid through their own limited companies are not covered by the Agency Worker Regulations and are ineligible to apply.

NPL members of staff are not eligible to apply to secondment opportunities.

Equality, diversity and inclusion

We are committed to equality, diversity and inclusion. We want to represent the city we serve, which will help us become a more innovative and efficient organisation. Our goal is to make our recruitment as inclusive as possible. We are a disability confident employer who guarantee an interview to any disabled candidate who meets all of the essential criteria.

External description

Description - External

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Outcomes

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Appointment to post

In order to be appointed to a post, candidates must successfully pass a basic criminal records check, employment referencing, medical screening and a drug & alcohol test. Failure to pass any of these will result in the offer of employment being withdrawn at any stage.

On appointment to the post, candidates will need to complete 3 weeks of classroom-based training, followed by 4-6 weeks in-station shadowing.

Although you may be successful and offered the role – you may not commence employment in the role or start training immediately. There may be a requirement to delay your start date until you are required.

Training

On appointment to the post, candidates will need to complete 3 weeks of classroom-based training, followed by 4-6 weeks in-station shadowing.

Location

You could be based anywhere in the Greater London area, depending on business requirements.

Benefits

In return for your commitment and expertise, you will enjoy excellent benefits and scope to grow. Rewards vary according to the business area but mostly include:

- Final salary pension scheme
- Free travel for you on the TfL network
- A 75% discount on National Rail Season Ticket and interest free loan
- 30 days annual leave plus public and bank holidays
- Tax-efficient cycle-to-work programme
- Retail, health, leisure and travel offers
- Discounted Eurostar travel

Contacting Us

If at any time you need to speak to anyone within the Recruitment Team, then please contact us on 0203 005 1680 (local rate charges from all phones including mobiles) or email HighVolumeCampaigns@tfl.gov.uk

Equality, diversity and inclusion

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