Job Description

Apprentice Customer Information Controller

Job Title:	Apprentice Customer Information Controller
Location:	Diss
Employment type:	Permanent
Contract type:	Hourly Paid / Full time
Weekly Hours:	40
Line Manager:	Service Controller (Operations Control Centre)
Closing Date:	-
Salary / Wages:	£9.13
Legal Entity of Employer:	Central Connect Transport Limited

Job Purpose

This apprenticeship role sits at the heart of our Operations Control Centre, supporting passengers, clients and stakeholders by keeping them informed of planned and unplanned changes to our transport services. You will ensure that service cancellations, emergency diversions and other disruptions are communicated clearly, promptly and professionally across digital channels and internal systems, whilst responding to inbound queries to provide real-time support. The role combines reactive operational support during live incidents with structured, planned communications work and forward planning, ideally suited to someone calm under pressure, detail-focused and motivated by delivering excellence to customers.

About Us

The Transport Made Simple Group is a technology-enabled transport solution provider. We operate one of the largest independently owned fleets of buses and coaches in the UK, and our mission is to deliver reliable, sustainable public transport, which meets the needs of the communities we serve. We do this by being a great place to work, whilst also being customer centric, cost disciplined and revenue driven. Everything we do is underpinned by our four values of Growth, Excellence, Integrity and Efficiency, which guide our day-to-day operations and longer-term decision-making.

We're a team of 800 colleagues, with a fleet of 400 buses, coaches and minibuses, and we operate from a strategic network of depots across East Anglia, the Midlands and Greater London.

Our Central Connect local bus network has an annual ridership of more than 10 million passengers,

delivered in partnership with sixteen Local Transport Authorities. Alongside running local bus services, we provide home-to-school, rail replacement and Demand Responsive Transport services, operate corporate and event shuttle buses and run our own programme of holidays and day trips. We also hire out our buses and coaches to a range of clients, from schools, colleges and local businesses to major names in the travel and tourism industry, such as Leger Holidays, Flixbus and PGL.

Our solutions go beyond moving people - we also support commercial fleet operators across East Anglia with reactive and pre-planned maintenance solutions from our accredited workshops, offering heavy and light vehicle MOTs, bodywork repairs and resprays, heavy recovery and breakdown response, including 24/7/365 roadside tyre assistance provided by sister company Lion Tyres Essex. We also deliver facilities management services on behalf of Norfolk County Council, undertake sundry tasks such as maintaining bus stops on behalf of a range of local authorities, and operate two cafes and travel information hubs in Norwich and Colchester under the Cafe Connect brand.

Main Duties of the Role

- Liaise closely with Service Controllers to ensure network disruptions, cancellations and diversions are uploaded promptly and accurately online
- Support management of customer communications via WhatsApp channels, helping develop a structured approach that keeps information relevant
- Respond to customer emails relating to bus services, timetables, delays and complaints in a professional and timely manner
- Liaise with operational colleagues to establish accurate information and relay this clearly to passengers requiring live travel support
- Proactively brief the Senior Leadership Team and other colleagues on incidents likely to generate high customer contact volumes or pose reputational risk
- Support the Stakeholder Engagement Lead with community and stakeholder engagement where disruption may create negative sentiment
- Produce and distribute clear, concise staff notices and customer communications for planned road closures, issued in date order to relevant stakeholders
- Liaise with operational managers and use internal systems to support fact-finding investigations into complaints relating to network disruption or driver conduct
- Monitor incoming emails from Local Authorities, town councils and event organisers regarding road closures and other network impacts

Why Join Us?

- Obtain a Level 3 Customer Service Apprenticeship qualification whilst working in a live Operations Control Centre environment
- Learn valuable transferable skills in incident management, decision-making and stakeholder communications at the heart of transport operations
- Receive direct hands-on experience observing and developing analytical and communication skills in a real-world operational setting

- Access free travel across the Central Connect bus network and other participating local bus operators, plus discounted day trips, holidays and coach hire
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- Discounted day trips, holidays, coach hire and garage services / MOTs
- Free on-site parking
- Free tea and coffee
- Free uniform

Person Specification

- Polite, professional and genuinely customer focused
- Calm and logical under pressure with strong attention to detail
- Confident using Microsoft Office and Google Workspace
- Comfortable working with digital systems and online platforms
- Able to communicate clearly in writing and by telephone
- Organised and capable of managing both reactive and planned work
- Polite, professional and genuinely customer focused
- Calm and logical under pressure, with strong attention to detail
- Confident using Microsoft Office and Google Workspace
- Comfortable working with digital systems and online platforms
- Able to communicate clearly in writing and by telephone
- Organised and capable of managing both reactive and planned work

Desirable but not essential

- Previous customer service experience
- Experience within the bus or wider transport industry

Important Legal Information

Transport Made Simple is an equal opportunities employer. We are committed to creating a diverse and inclusive workplace where everyone is treated with dignity and respect. We welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Selection for employment will be based on merit, skills and experience.

In accordance with the Equality Act 2010, reasonable adjustments will be made for candidates with disabilities during the recruitment process and, where applicable, throughout employment. Please let us know if you require any adjustments at any stage.

All offers of employment are subject to satisfactory pre-employment checks. These may include verification of identity, right to work in the United Kingdom, employment references and, where appropriate to the role, Disclosure and Barring Service checks.

Transport Made Simple processes personal data in line with UK data protection legislation, including the UK General Data

Protection Regulation and the Data Protection Act 2018. Information provided during the recruitment process will be used solely for recruitment purposes and handled in accordance with our Privacy Notice.

We reserve the right to close this vacancy early should sufficient applications be received.
The legal entity of the employer in respect of this role is Central Connect Transport Limited.