Job Description

Service Controller (Operations Control Centre)

Job Title:	Service Controller (Operations Control Centre)
Location:	Diss
Employment type:	Permanent
Contract type:	Hourly Paid / Full time
Weekly Hours:	40
Line Manager:	-
Closing Date:	-
Salary / Wages:	£17 per hour
Legal Entity of Employer:	Central Connect Transport Limited

Job Purpose

As a Service Controller within our Operations Control Centre, you are responsible for the day to day performance of all of our transport operations. Working as part of a team of Service Controllers and Customer Information Controllers, with support available from the Network Manager and the Commercial Information Manager, your role is to oversee the real time operation of our transport services, proactively intervening to prevent or mitigate disruption where you can, and reactively responding to incidents where required.

This is a safety critical and high pressure role. No matter how minor or serious the incident you are handling, you remain responsible and accountable for overseeing the response and ensuring safe and speedy resolution with minimal customer impact.

This is not a role where you can delegate or escalate a problem and then forget about it - its a role where you have the opportunity to make a real difference to the experience of our customers, but only if you're calm under pressure, able to stay focused, and willing to track an incident minute by minute through from initial report to final resolution. Exceptional communication skills are essential.

Don't apply to this job just for the money, the career progression or because you'd rather work in an office than behind the wheel. Apply for this job if you genuinely care deeply about the experience of people using public transport, and you want the bus (and coach) services we deliver to be as reliable, punctual and professional as they possibly can be.

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

- Act as the first point of contact for our bus and coach drivers whilst they are out on the road, handling inbound calls and messages (via Ticketer / WhatsApp) in relation to a wide range of operational issues (including delays and diversions, vehicle faults and breakdowns, Road Traffic Collisions, passenger incidents and other miscellaneous queries)
- In relation to each call / message received, proactively manage the situation, deploying appropriate on-road resources and / or escalating to management / senior management colleagues as required
- Maintain clear, accurate logs of all operational activity, including matters arising, actions taken, and any scheduled mileage lost as a result
- Follow defined processes and checklists to support the consistent and high quality handling of incidents
- Liaise with our team of Customer Information Controllers to keep them informed about service disruption, enabling them to undertake proactive communication with our clients, customers and other stakeholders
- Proactively monitor driver sign on activity, and follow up with individual drivers when they fail to sign on for a scheduled duty
- Proactively monitor the performance of our local bus (and contracted bus) network in real time via monitoring of the Ticketer real time tracking system, and intervene to prevent early running

- Where late running is identified, consider the impact that it will have on the vehicle and driver's schedules for the remainder of the operational period, and consider interventions such as curtailment, trip cancellation, deployment of spare bus and / or driver resource or other strategies as appropriate to minimize disruption to customers and maximize reliability and punctuality
- Proactively monitor the operation of our private hire coaches and ad hoc work, checking the status of each job 60, 30 and 5 minutes prior to the scheduled departure time, and providing updates to clients and stakeholders if required
- Proactively monitor local and national news channels, relevant Train Operating Company feeds and regional weather forecasts and warnings, identifying potential disruptive impacts on our network and / or revenue opportunities from disruption on other transport networks
- Assist Customer Information Controllers with handling inbound and outbound communications where required, supporting close teamworking and collaborative control of the service
- Support depot-based Driver Supervisors by providing start-of-shift and end-of-shift Handover Briefings, so they are appraised of how the network is operating when they start their shift, and pass on relevant information to the OCC when they end their shift
- Undertake all other reasonable duties as requested of you by a suitably senior person within the business, where such duties are appropriate to your job role and seniority

Why Join Us?

- You will get direct, hands on experience within a live Operations Control Centre environment, where you will be in direct control of the transport operation in real time.
- You will be able to develop your incident management and stakeholder communications skills.
- You will have the opportunity to demonstrate your decision-making, communication and analytical skills in a real world setting.
- Free travel across the Central Connect bus network and other participating local bus operators
- 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

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.