

<b>Role Title</b>	ARR Controller
<b>Reports to</b>	ARR Senior Controller /Scheduling manager
<b>Division/Department</b>	Rail Replacement Planning & Operations
<b>Location</b>	
<b>Grade</b>	E3

### Purpose of Role

This is a key role within the Abellio Rail Replacement (ARR) local team. The position will manage and coordinate bus, coach operations to ensure the transport of passengers during planned & unplanned rail replacement operations. Responding in an efficient manner you will provide a customer focused service to those individuals affected by rail replacement activities.

### Key Accountabilities

Daily Responsibility for the delivery of Emergency & Pre Planned operations

Manage compliance documents related to ARR's task specific requirements

Collaborate & Aid other ARR departments with assistance when necessary

Work as part of a team in a collaborative & inclusive manner as directed

### Role Dimensions

**Delivery Management** – Manage Planned/Unplanned business demand

**Team Engagement** – Output of requirements to deliver team/individual outputs

**Customer Service** – Ensure the customers' needs are the heart of our service

**ESHQ Management** – Ensure that all required compliance standards are met

### Main Contacts

Contacts	Frequency	Purpose
Area Manger	Daily	Daily Control
ARR Senior Controller	Daily	Daily Control
Bus/Coach Operators	Daily	Daily Control
Operational Stakeholders	As required	Stakeholder Engagement

### Person Specification

**Required Qualifications:**





- [Formal English Written & Spoken Language qualification](#)



<b>Desired Qualifications</b>	<ul style="list-style-type: none"> <li>IOSH managing safety or equivalent H&amp;S training</li> </ul>
<b>Required Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Customer service experience</li> <li>A general understanding of the bus coach and UK travel industry</li> <li>A sound working knowledge of H&amp;S best practice</li> </ul>
<b>Required Capabilities</b>	<ul style="list-style-type: none"> <li>Must be a competent user of Microsoft Office &amp; IT based software</li> <li>Ability to build internal and external relationships to benefit the business</li> <li>Has the ability to communicate effectively internally and externally</li> <li>Will challenge non-conformance with professionalism &amp; diplomacy</li> </ul>
<b>Personal requirements:</b>	<ul style="list-style-type: none"> <li>A driven self-starter who can work alone and as part of a team</li> <li>Flexible approach to working hours allowing attendance to out of hours events</li> <li>Build internal/External &amp; inclusive relationships with required stakeholders</li> </ul>

## Abellio Values

At Abellio, we share a set of common principles and processes with the wider Abellio group known as the Abellio Way. This strategic framework supports the achievement of our goal of becoming 'the best bus company in London and is underpinned by our organisational values. It is expected that all colleagues demonstrate these behaviours in their work.

 GENUINE	We're respectful, straightforward, customer centric, open, and welcoming.
 PROFESSIONAL	We take our responsibilities seriously; we take ownership and are accountable. We also deliver on our promises, are responsive and cost-conscious.
 INCLUSIVE	We passionately believe in diversity and ensure we work in a way that's inclusive, connected with our stakeholders and promoting empowerment.
 PROACTIVE	We're progressive, forward-thinking, innovative, and decisive. We focus on continuous improvement and challenging the status quo.

