

Job Description

Job Title:	Platform Team Leader
Location:	Watford Junction
Responsible to:	Delivery Manager
Grade:	CO4
Safety Status:	Safety Critical
Hours of Duty:	35 hours Shift patterns Sundays as agreed

Purpose of the job

To supervise the day to day activities of platform assistants and announcers at Watford Junction Station ensuring they provide safe and efficient train despatch and to ensure that all activities are carried out safely.

Provide a high standard of customer service, including accurate and timely information provision, at the station and assist in providing a clean, safe and presentable environment to all Station customers according to London Midlands contractual obligations.

Duties

- Undertake train despatch duties in accordance with train despatch method statements for Watford Junction.
- Ensure compliance with all safety responsibilities as detailed in the appropriate Safety Responsibility Statement.
- Ensure compliance with the requirements of the Health & Safety at Work Act
- Ensure high levels of customer service are provided
- Ensure staff and customers are provided with the available accurate and timely information
- Ensure own safety and that of others at all times
- Comply with all appropriate rules and regulations
- Act as a focal point for receiving and disseminating information on the platforms and other stations on the route.
- Maintain a daily log and record events which affect or occur on the station to include delays, replatforming and other events affecting the train plan
- Carry out a weekly review of station workings using information provided by other TOC's and Network Rail and amend associated paperwork accordingly
- Liaise with other TOCs Controls and BTP to ensure the smooth running of the station
- Issue special stop orders as appropriate
- Co-ordinate replacement bus activity during planned engineering work and unplanned disruption
- Undertake staff briefings as required
- Monitor and record station staff booking on and off
- Prepare, authorise and distribute the weekly platform and announcer staff rosters as appropriate

- Maintain records of Hidden 18, annual leave, sickness, AWOL and LOD for the station, produce reports as required identifying any areas of concern and recommend follow up actions
- Undertake emergency rostering to ensure the platform and announcer staff are adequately staffed.
- Maintain high levels of cleanliness across the platforms.
- Ensure posters are in date and are changed as required
- Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn as required
- Carry out security checks in line with current risk levels and maintain a high level of security vigilance at all times
- Ensure station CIS is up to date and accurate and announcements are clear, concise and timely
- Ensure station is supplied with required stores at all times
- Undertake planned inspections of the general station area, excluding the ticket office
- Carry out Evacuation duties as required
- Deal with all lost property at the station according to station guidelines
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures and provide reports to the station line management as required
- In an emergency situation follow the Rulebook requirements in terms of reporting an incident and respond to the incident in accordance with training provided.
- In an emergency situation be prepared to assist until resolved or until relieved by an appropriate person
- Report all defects arising at the station according to the fault reporting procedures

Person Specification

- Attention to detail
- High standard of personal presentation and professionalism
- Able to work to the highest standards setting the example for staff
- Excellent interpersonal skills & an effective decision-maker
- Positive attitude
- High standard of honesty and integrity
- Willingness to work unsociable hours
- Numerate and Literate
- Computer Literate
- Ability to remain calm under pressure
- Able to organise own working time to maximum potential
- Friendly, open approach and proactive when dealing with customer requirements
- Willingness to attend training courses as necessary
- Ability to learn and understand rules and regulations that relate to role
- Flexible to the requirements of the job

Name of job holder: Heidi BOSTON

Signature of job holder: 

Date job holder signed: 22/2/2016

Signature of job holder's immediate line manager: N. Boston

