

<b>Job Title:</b>	<b>Line Supervisor</b>
<b>Location</b>	Sandwell And Dudley
<b>Responsible to:</b>	Delivery/Customer Service Manager
<b>Grade</b>	B
<b>Safety Status:</b>	Safety Critical
<b>Hours of Duty:</b>	35 Hours Shift patterns Sunday shifts as agreed

### **Purpose of the job**

To supervise the day to day activities of platform assistants at Sandwell and Dudley Station to ensure the efficient operation of the station and to minimise any delay wherever possible. This includes ensuring the Sandwell and Dudley Station team provide safe and efficient train despatch and 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 West Midland Trains' contractual obligations  
To act as a focal point for designated stations on the Wolverhampton line of route

### **Duties**

- 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
- Make decision regarding provision of service to West Midland Trains' customers based on West Midland Trains policy and management guidance
- Responsible for care of all despatch equipment
- Make decisions regarding train despatch based on training provided, safety requirements and West Midland Trains policy.
- Ensure the safe and timely despatch of trains
- Comply with Rule Book, and other appropriate instructions and standards
- Announce train arrivals and departures where required
- Assist with disabled passengers as required
- Ensure high levels of customer service are provided
- Provide a high-quality ticket retailing and customer care service, complying with the current West Midland Trains and ATOC ticket retailing instructions and guidelines.
- Make reservations for customers and assist them with their travel arrangements
- Proactively ensure that information is communicated within the station team and to other locations as appropriate, including the distribution of mail
- Comply fully with station accountancy, cash regulations and internal check procedures to ensure that revenue and vulnerable items are kept secure.
- Ensure that cash is remitted promptly and according to West Midland Trains procedures
- Confirm accuracy and authorise refund claims up to the delegated authority
- Ensure the supply of stores, uniform, supplies and stationary for stations. Ensure that sufficient stores are ordered, waste is avoided where possible, stock checks are undertaken and comprehensive records are maintained

- Announce delays, re-platforming and other events affecting the operation of the station in a timely and professional manner as required
- Maintain a daily log and record events which affect or occur on the station to include delays, re-platforming and other events affecting the train plan
- Co-ordinate alternative transport during planned engineering work and at times of disruption, ordering taxis and buses, when authorised, as required
- Ensure all outstations staff book on and off
- Prepare, authorise and distribute the weekly rosters for the Wolverhampton Line areas as appropriate
- Maintain records of Hidden 18, annual leave, sickness, AWOL and LOD for the stations, produce reports as required identifying any areas of concern and recommend follow up actions
- Carry out emergency rostering to ensure the stations are adequately staffed.
- Authorise Hidden 18 breaches for Non-Safety Critical staff
- Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn as required
- Open/Close station ensuring all rooms are secure
- Conduct station cleaning duties, and make the station safe, presentable and welcoming to customers where required
- Carry out security checks in line with current risk levels and maintain a high level of security vigilance at all times
- Carry out Evacuation Warden duties as required
- Deal with all lost property at the station according to station guidelines
- Ensure that the station environment is kept safe for all users in all weather conditions, including ensuring stations have undertaken winter weather precautions where required and appropriate records are maintained
- 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
- Liaise with the Delivery Manager regularly to discuss ongoing business needs, staff issues, briefs and future communication processes
- Confirm accuracy, authorise and transmit copies of timesheets to payroll
- Check all fire precautions equipment for the line
- Carry out back to work interviews for the line
- Carry out MFA stage 1 if required for the line
- Delivery of safety briefs for the line
- Addressing SQMS quick wins for the line
- Medication checks for the line

### **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: \_\_\_\_\_

Signature of job holder: \_\_\_\_\_

Date job holder signed: \_\_\_\_\_

Signature of job holder's immediate line manager: \_\_\_\_\_

**CC/SM SEPT 2017**