

SERVICE DELIVERY MANAGER

Location: Hounslow

Salary: depending on skills and experience

Hounslow has a vacancy for a Service Delivery Manager. The Service Delivery Manager will be responsible for ensuring the provision of quality bus services and to coordinate the work of Service Controllers to achieve the quality targets set for both QIC and non-QIC operations.

The Service Delivery Managers day to day responsibilities will include:

- Management of Service Controllers.
- Ensuring that the regularity and reliability of buses being controlled is of the highest possible standard.
- Ensuring that effective remedial action is taken in all cases where routes are disrupted for any reason and to maintain an up-to-date knowledge of all diversionary routes.
- Understanding the quality targets required for each route by examining and interpreting the QIC period results/data and reports.
- Observing and reporting on any features affecting bus operation and examining proposed schedule changes and commenting on their suitability.
- Developing good communication with garage management teams and appropriate London United departments and ensuring that Service Controllers are kept informed on all matters which may affect them.
- Fostering and developing good working relationships with external bodies.
- Investigating complaints on matters relating to the operation of services.
- Ensuring an understanding of and compliance with the company procedures for health and safety.

Skills and Experience required include:

- Knowledge of regulations governing platform staff and ability to interpret and apply these rules to the garage.
- Detailed knowledge of all bus services and geography in the operational area.
- Full working knowledge of Ibus, radios and Controllers procedures and strategies.
- Sufficient knowledge of bus schedules appropriate to the duties being performed.
- Flexibility in working hours including working at weekends and nights as appropriate ensuring all Controllers are managed accordingly.

If you require a full job description, please contact Pauline Pinchard on the email address below.

If you think that you have the right skills and experience for this role, please send your CV and a covering letter to the postal or email address below.

Send applications to:

Pauline Pinchard - Corporate Services Specialist

pauline.pinchard@lonutd.co.uk

Busways House, Wellington Road, Twickenham, Middlesex, TW2 5NX.

Closing Date: 22 August 2011

Reference: LUB513

We are an equal opportunities employer and welcome applicants from all sectors of the community.