

Controller

Rear of 137 Parson Street
Bedminster Depot
Bristol



JOB DESCRIPTION

The Company

HCT Group is a social enterprise in the transport industry, safely providing over 12 million passenger trips on our buses every year. We deliver a range of transport services – from London red buses to social services transport, from school transport to Park and Ride, from community transport to education and training. We reinvest the profits from our commercial work into further transport services or projects in the communities we serve.

Title

Controller

Reporting to

Staff Operations Manager

Job Purpose

This role is responsible for supporting the Staff Operations Manager to ensure we operate a safe, reliable and punctual service and ensuring that all revenues are taken and paid in on time. To ensure standards of customer service are maintained across the business.

Equality Opportunities

CT Plus is a subsidiary of HCT Group which is committed to equality of opportunities both as an employer and a membership organisation.

CT Plus undertakes not to discriminate either directly or indirectly against individuals or groups of people on the basis of race, ethnic origin, nationality, gender, age, physical or mental disability, sexuality, marital status, religious beliefs, AIDS and HIV status.

Company Accountabilities

- To undertake any additional duties at the request of your line manager, which are deemed to be within your competency.
- To adhere to all HCT Group policies and procedures.
- To undertake any training and development activities at the request of your line manager.
- To comply with all HCT Group Injury Prevention policies and support new initiatives.

Candidate Skills

- Proven experience of managing or supervising others
- Have a good working knowledge of all relevant legislation and to ensure compliance with Drivers' Hours Regulations, Health and Safety Regulations and all company policies and procedures.
- Experience of working within the bus industry.
- Experience with IT systems e.g. MS office, Allocation systems.
- Good knowledge of Bus Industry sector legal requirements relating to vehicles and driving regulations.
- The ability to work flexibly within deadlines.
- Ability to manage a diverse workload.
- Good knowledge of Health & Safety regulations and requirements.
- Excellent administrative and organisational skills and the ability to be accurate and pay attention to detail
- Able to develop and produce reports for review by Senior Management
- Ability to work with Operations colleagues in a collaborative manner

Role Accountabilities

- Line management of all drivers
- Open and close premises and secure site at close of business each day.
- Allocate drivers and buses and maintain records of allocation.
- Liaise with engineering department to ensure appropriate vehicle availability.
- Re-allocate drivers to cover sick leave, cover empty shifts, deal with breakdowns and liaise with Engineering
- Man the 2-way radio. All communications are maintained for operational efficiency.
- Liaise with front office staff / information office and customers to advise of late running/full buses.
- Track vehicles on ACIS to ensure contract compliance and service standards are maintained by inputting vehicles where necessary. Also report ACIS faults to Line Manager / ACIS.
- Complaints – deal with those from information team, schools, and members of the public as required. Investigate and respond accordingly. Assist Management team in dealing with complaints
- Deal with diversions, roadworks and road closures and communicate outcomes to all driving and customer-facing staff. Plan diversions by monitoring systems.
- Deal with calls from drivers and liaise with engineering department when necessary
- Deal with Day to day operational issues.
- Enforce all company Health & Safety policies at all times and report any non compliance or issues of concern on the Injury Prevention database.
- Co-ordinate holiday rota and ensure approval from line manager
- Log all overtime, sickness and vehicle breakdowns.
- Monitor CCTV in concourse and liaise with appropriate authorities
- Driver duty sheets. Following week's work to be allocated on a Wednesday or as directed by your Line Manager.
- Ensure staff leave breaks on time to ensure they are on stand in plenty of time (at least 5 minutes before) to leave bus station at departure time.
- Travel on buses and Inspect passenger tickets and driver standards.
- Monitor quality of bus stops and bus stop information.
- Report any issues of non-compliance by staff or contractors to management.

- Collate Monitoring information of arrival and departures and log it on the appropriate paperwork.
- Responsible for the management of depot including cleanliness, health and safety, fault reporting and ensuring all rules and regulations are adhered to. Also ensure that engines are not left idling in the parking area.
- Ensuring drivers comply with the code of practice referred to in the company handbook and ensure the vehicles systems including but not limited to telematics are used and understood by staff.
- Ensure drivers undertake First Use Checks at the beginning of each day and report non compliance to your line manager
- Ensure Customer displays are showing accurate information and update where required.
- Ensure vehicles have a fully functional ticket machine and change machines / components where required.
- Accident reporting and management as directed by your Line Manager or the General Manager.
- Perform driving duties as and when required by your Line Manager or the General Manager.
- To record and investigate all staff incidents and to achieve significant year on year reductions in staff accidents in line with agreed safety targets.
- Carry out investigations on any matter where appropriate.
- Carry out any other duties commensurate with the grade or as requested by your Line Manager or General Manager.

Environmental Responsibilities

- Comply with HCT Group Environmental Policy.
- To ensure waste is segregated appropriately to maximize recycling.
- To ensure energy is not wasted by switching off lights and office equipment when not needed.
- To report to your manager or supervisor any environmental incident or near miss in which you were involved, or are aware of having taken place at your place of work, or any concern regarding any environmental issue.

Working environment

The position is based at a Company operating centre, currently Bristol but the post-holder may also be required to work at other Company sites undertaking any other duties as required.

The post will involve having access to information and data of a confidential nature, thus the successful applicant is required to adhere to the Data Protection Act as well as the Companies confidentiality policy.

Health & Safety Responsibilities

- Comply with HCT Group Health and Safety Policy.
- To take reasonable care for your own health and safety.

- Not to interfere with or misuse anything that has been provided for your health, safety or welfare.
- To take reasonable care not to put other people, fellow employees and members of the public, at risk by what you do or don't do in the course of your work.
- To co-operate with your employer, making sure you understand and follow the company's health and safety policies.
- To inform your employer if something happens that might affect your ability to work.
- To report to your manager or supervisor any injury, collision, dangerous occurrence or a near miss in which you were involved, or are aware of having taken place at your place of work, or any concern regarding any health or safety issue.
- If you drive or operate machinery, to tell your employer if you take medication that makes you drowsy.
- To report any injuries, strains or illnesses you suffer as a result of doing your job.
- To ensure staff comply with all H&S rules on all sites.
- Dealing with and logging complaints, in a sensitive manner and referring them to the appropriate person at CT Plus CIC if they require further assistance.

Premises

- Responsible for keeping the depots clean and tidy, including yard and all buildings.
- Carry out daily walk round check of the premises, and report any defects/issues to the Health and Safety Representative and/or Manager

Person Specification

Essential

- Commitment to equality of opportunity and ability to work to, promote and develop HCT Group's Equal Opportunities Policy.
- An ability to drive to the standard required by CT Plus CIC.
- Ability and knowledge required to carry out basic vehicle maintenance/repairs on site (e.g. changing bulbs, fuses, wipers etc on all types of vehicles).
- Hold, and continue to hold, a manual PCV driving licence (preferably clean) for at least 2 years and be over the age of 21.
- Ability to effectively communicate with colleagues, passengers, stakeholders and the general public.
- Ability to complete records accurately and on time, and in line with current legislation and depot policies.
- Ability to work flexibly, under pressure and as part of a team.
- Ability to follow written procedures, work without supervision and use own initiative.
- Ability to understand duty rosters, timetables and schedules, and knowledge of drivers hours regulations
- Commitment to a flexible approach to changing rota's.
- Ability to work to high standards and provide excellent levels of customer care.
- Willingness to undergo, and ability to continually satisfy, an Enhanced CRB disclosure.
- Computer Literate
- Experience in driving and manoeuvring articulated vehicles/buses

Desirable criteria

- Understanding the differing needs of public transport users.
- A competent level of mechanical knowledge & experience.
- Previous experience, or a basic understanding of PSV licensing laws.
- Understanding of working in a user-focussed business
- Hold a current First Aid qualification
- Hold Health & Safety qualification