Train Operator - Part time (Night Tube)

About us
Transport for London leads the way as a unique public service – and it’s a great place to develop your career. We treat our staff with the same commitment we give our customers; their satisfaction is a measure of our success.

What we need
Train Operators play a vital role in providing world-class customer service. Our customers rely on you to deliver a safe & reliable train service and to keep them informed along the way.

We need reliable and responsible people who are able to work in isolation and as part of a greater team. We're looking for confident people who can maintain high levels of concentration for long periods of time in a non-stimulating environment. You should also be prepared to work from any location and through the night on Fridays and Saturdays.

London Underground benefits include
- TFL pension scheme
- Free Tube travel for you and one other (at the same address)
- 75% reimbursement of season ticket loans if you use national rail services to travel to and from work.
- A wide range of tax-efficient benefits and employee discounts

To be eligible for this vacancy, you must
- be prepared to work Friday and Saturday night shifts
- be prepared to work anywhere in London
- be prepared to complete a 16 week full time training course
- have successfully completed a basic criminal records check and medical screening
- be aged 18 or over by the published closing date on the application form

Job Purpose
To drive and/or operate trains, as rostered, in accordance with rules and procedures to the highest standards of safety and customer service

Principal Accountabilities
- Operates the train in accordance with working manual procedures, safety and emergency procedures, timetable, specified driving procedures and environmental considerations
- Carries out safety and emergency procedures
- Identifies and where possible rectifies train defects
- Provides customers with correct and timely information about delays, emergency situations and general customer travel information
- Communicates with Line Controllers or other personnel, e.g. Signal Operators, Train Maintenance and Station Staff, about train delays, safety, security and emergency matters
- Carries out train operational safety checks prior to entering service
- Safely disposes of the train at the end of service
- Drives the train in accordance with line practices
- Responsible for ensuring an up-to-date knowledge of events that would affect train timings (requiring to read notices, traffic circular etc).
- Gather all information required for their duty (train time, train location, train route)
- Ensuring the train is brought into service at a specified time
- Following scheduled train timetable
- Ensure passenger’s safety at all times
- Complete Incident Report Forms (IRF) when incidents occur on duty
Main Working Relationships

Train Operators will have to liaise with various operational grades. These will include:
• Instructor Operators
• Duty Manager Trains
• Service Control Staff
• All Station Staff

Skill requirements
• Good time-keeping
• Knowledge and understanding of rules and regulations relating to train operation and ability to execute them
• Following train procedures and rules
• Observing and following track signals
• Understanding of how different variables affect train tracks, train equipment and driving ability.
• Knowledge and complying with TFL practices on smoking, alcohol, drugs and attendance to duty.
• Ability to communicate effectively with managers, other members of staff and customers
• Act on observations and react in a controlled logical manner
• Customer service skills
• Knowledge of safety legislation’s
• Able to perform under hazardous or pressurised environments.

Attributes required
• Smart appearance – representing the business
• Flexibility and willingness to adapt to changes
• Commitment to the role and its accountabilities
• Pro-activeness in their approach
• Responsible and positive attitude to work
• Confidence in knowing your driving ability (i.e. braking times required)
• High level of concentration for long periods of time in a non-stimulating environment
• Ability to work in isolation for long periods of time
• Patience

Working hours:
Candidates will be expected to work a minimum of 15 hours to cover Friday and Saturday nights.

Please note: Due to the expected high response to these vacancies we reserve the right to close this campaign once we have a suitable pool of applicants, which could be prior to the published application closing date.

Please ensure:
• You have an active email address where correspondence, invitations to assessment events and practice material can be sent
• All your contact details including phone numbers, address and email are updated and current on your application

The recruitment process consists of 3 stages. You will need to pass each stage to progress to the next:

Stage 1: Online Situational Judgement Test
• As part of the application process you will need to complete an Online Situational Judgement Test. You will have 5 days from application submission to complete this test.

Stage 2: AC1 - You will complete the following pencil and paper tests
- SCAAT test
- Following information
- Understanding information
- Error identification

**Stage 3: AC2:**

- Recorded Voice Communication Test and Competency Based Interview

Outcome notification will be provided 10 to 14 days from the date of the last event, unless advised otherwise. We will keep you informed at your assessment event when this is likely to be.

**Attending an Assessment Event**
You will receive an email request inviting you to book into an assessment event. You will receive confirmation of your booking together with any relevant information required for your assessment at the time of booking.

**Notice of Cancellation**
We require you to give a minimum of 48 hours’ notice of cancellation or re-schedule. Non-attendance at your Assessment Event may lead to your application being withdrawn.

Please note that your assessment may be rescheduled once only; subsequent cancellation may lead to your application being withdrawn. If you do not follow the process outlined in the Candidate Charter you risk being withdrawn from the campaign.

Please be aware that the outcome of your final assessment will not be available until all suitable candidates have attended the assessment events. Outcome notification will be provided 10 to 14 days from the date of the last event. We will keep you informed at your assessment event when this is likely to be.

**Appointment to Post**
In order to be appointed to a post, candidates must successfully pass a basic criminal records check, employment referencing, medical screening and a drug & alcohol test. Candidates who do not pass the medical screening will have their offer of employment withdrawn.

Although you may be successful & offered the role – you may not commence employment with TfL or start training immediately. There may be a requirement to delay your start date until you are required.

**Training**
Appointment to the post is subject to successful completion of a full time training course which will take a minimum of 16 weeks to complete. Candidates who do not pass the training will have their offer of employment withdrawn.

If you need to speak to anyone within the Recruitment Team then please email the recruitment team at support@tfjobs.co.uk or call us on 03330062939 Monday – Friday 08.30am – 17.30pm (Excluding bank holidays)

We aspire to be as diverse as the city we serve; we welcome applications from all sections of the community.