



Conductor

Employer: Transport for Wales Rales Services

Reporting to: Conductor Manager

Department: Conductor

Job Purpose:

To ensure that Transport for Wales Rail Services operate trains in a safe and timely manner and provides help and information to all customers.

Responsible for:

In addition to being responsible for the safety of the train, other duties include dealing with customer enquiries, assisting with boarding/alighting on the trains, providing accurate and current information, and above all reporting all incidents/accidents in a timely manner. Promoting a feeling of a safe and secure environment for our customers throughout their journey and ensuring a memorable customer experience are key responsibilities of our Conductors.

Main Working Relationships:

Internal

Train Drivers, Resource Managers, Conductor Managers, Station Staff (including Platform, Dispatchers & Chargehand), WROC, Route Controllers.

External

British Transport Police (BTP) and Police Authorities, Controlling Signallers, other TOC's and Contractors.

Safety critical post (Y/N): Y

Key safety role (Y/N): Y

Role Responsibilities/Accountabilities

- At station stops, managing the safe door operation and dispatch procedures
- Immediately reporting all safety of the line incidents to Control and Signaller(s)
- Coordinating and liaising with dispatchers and other train crew to ensure safe and efficient train movement
- Staying alert for any issues which could affect the safety or security of you, your customers or colleagues
- 'Locking out' areas of use if necessary and ensuring accurate reporting through contact with control and completing the on-train fault log
- Dealing with unexpected delays, situations or emergencies
- Reporting all delays in real-time
- Ensuring that all duties are carried out in accordance with the *Safety Responsibility Statement* for the post
- Adhering to all rules, procedures and acting on instructions. Having a robust understanding of railway safety and all rules and regulations; promoting a positive safety culture and awareness at all times
- Completing reports before the end of shift in the event of incidents/accidents and out-of-course situations
- Safeguarding and promoting a safe and secure environment for our customers and ensuring a positive customer experience



Role Responsibilities/Accountabilities continued

- Dealing with out-of-course situations in accordance with the Rulebook procedures, giving consideration to customer service provision
- Upholding the train presentation standards to meet specification, reporting any defect(s) to Control
- Managing the on-train customer service consistently by providing good, regular and accurate information to customers, the train driver, station staff, the Control Office and others as necessary
- Making regular timely and informative announcements on board all services
- Placing reservation labels and other visible information signs where required
- Maintaining the cleanliness and high standards of presentation of the train by taking action to keep the train free from litter and liaising with cleaners
- Delivering an on-board ticket retailing service, ensuring industry compliance standards and company cash regulations are met
- Uphold revenue protection through checking customer tickets and travel documentation; ensuring validity for the journey, selling tickets where appropriate and addressing customers who do not have tickets or are unable to pay on the train
- Ensuring an effective liaison with on-board catering staff
- Ensuring that self-presentation is high and always meets the Company standards of uniform wearing

Knowledge, Skills and Experience	Values/ behaviours
<p>Essential</p> <ul style="list-style-type: none"> • Ability to act safely in accordance with rules and procedures at all times • Ability to problem solve and make logical decisions, whilst consulting with colleagues and working as part of a wider team • Ability to deal appropriately with difficult/stressful/conflict situations • Ability to stay alert and maintain attention to detail • Ability to attain the appropriate operating rules and competence with motivation to retain that competence • Excellent communication skills • Excellent organisational skills • Ability to provide a consistent high-quality service to customers • Ability to provide good, accurate and up to date information to customers and colleagues • To be well presented and uphold high standards at all times • Capacity to work alone and as part of a team • Flexibility to meet shift-working requirements which will include Sunday and Bank Holiday working <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrable experience in customer service • Demonstrable experience in a flexible working environment • Demonstrable experience of working in a safety regulated environment 	<p>Strategic pillars</p> <ol style="list-style-type: none"> 1. Zero Harm 2. Operational Excellence 3. Think like a Customer 4. People and Leadership 5. Value for Money 6. Partnership 7. Social Responsibility





Key performance indicators of the role

- Zero Harm
- Operational Excellence
- Think like a Customer
- People and Leadership
- Value for Money
- Partnership
- Social Responsibility

1. Key Safety Responsibilities

- To take reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work.
- To be fully conversant and comply with the relevant parts of the Transport for Wales Rail Services Railway Safety case and associated company procedures.
- Ensure your personal safety and that of others at all times.
- Carry out emergency procedures when required.
- Maintain a safe and tidy environment and not to misuse or interfere with any equipment provided to protect your health and safety or welfare.
- Report any unusual occurrence or unsafe practices in the prescribed manner.
- Ensure messages concerning safety are properly communicated to and understood by all concerned.
- Participate in safety briefings and meetings.

Qualifications/Knowledge required

Education/Qualifications

GCSE or equivalent. Must include grade of C or above in Mathematics and English.

