

Operations Controller

(Service Delivery Centre)

Job Description /

Hiring
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Job Purpose:

Working within our Service Delivery Centre you will monitor our local bus, home to school, rail replacement and ad hoc transport services, proactively intervening to minimise disruption and providing timely updates to drivers, clients, customers and other stakeholders.

Job Location:

Service Delivery Centre, Loughborough Head Office

Line Manager: Commercial Delivery Manager

Indirect reports: PCV drivers across Vectare

About Vectare:

Vectare is a disruptive, innovative, technology-driven transport start-up. We use our bespoke technology to deliver excellent home to school and corporate transport services to fifty independent schools across the UK and a range of blue-chip corporate clients. We also operate local bus, Park and Ride and demand responsive transport services on behalf of local authorities across the Midlands and the East of England.

Our mission is to deliver excellent road passenger transport to all who require it. We want to see bus and coach travel be a mode that people choose to use rather than just being the mode of last resort.

Our Head Office is in Loughborough, and we have sites in Nottingham (Long Eaton), Chelmsford (Rettendon Common and Wickford) and Swaffham. Head Office houses our Service Delivery Centre, from which we control our entire local bus and subcontracted network and provide live telephone and email customer support. We also have a team of computer scientists and app developers, led by our Technology Director, who create digital transport management solutions to support our clients' and our own transport operations.



Main duties of the role:

Our Service Delivery Centre (SDC) is the nerve centre from which we control every Vectare operated and managed bus, coach and minibus, right across the UK. Staffed by Operations Controllers and our Client Services team, and supported by specialist management colleagues, the SDC is responsible for ensuring that day to day, minute by minute service delivery is to the very highest standard that it possibly can be.

As an Operations Controller, your job will be to proactively monitor our network. You will ensure that every driver has reported for duty punctually and take action to maintain service delivery where this is not the case. You will liaise with our engineering department and third-party maintenance contractors to ensure that every booked vehicle diagram has an available vehicle. You will accurately record deviations from normal operations and communicate this to the wider business via established communication protocols in real time.

Using real time vehicle tracking you will ensure that every vehicle is running as scheduled, as far as is possible. When you identify delays or disruption you will be responsible for logging and communicating this to the wider business so that we can follow our established procedures for communicating this disruption to our clients and our passengers.

Then, you will intervene and take action to mitigate delays and get our services back on time. There will be a range of tools in your toolbox. You might need to cancel certain journeys and adjust drivers' schedules or instruct buses to turn short or hold back to regulate headways along our routes. Where available, spare buses and drivers will be under your control – you'll need to think critically and deploy these finite resources in an efficient manner, to achieve the best outcome for our passengers and our clients. You'll also deploy available spare resources to cover emergency work requested by our corporate clients wherever possible.

You will compile statutory operational records, including details of lost mileage, operational incidents, driving hours breaches and RTCs. You will also prepare snapshot reports which will be sent to the wider business at set points within the operational day to communicate operational updates.

There will be a customer facing element to this role because you will be supporting customers with their live travel queries at times when a Customer Service Advisor is unavailable. This will include assisting customers during disruption and arranging alternative (taxi) transport to keep customers on the move in accordance with our Passenger Promise.



Person Specification:

Essential

- Calm and professional, even under extreme pressure
- Ability to proactively solve problems, think critically and manage multiple issues concurrently
- Friendly, flexible, helpful and customer focused
- Computer, smartphone, app and tablet literate
- Extremely comfortable using Microsoft Office software suite
- Full UK car driving licence, and willingness to obtain a PCV driving licence (at Vectare's expense) if not already held

Desirable

- Experience of working in a control room environment (in any industry) or the logistics and transport industry (in any role)
- Experience of handling customer or internal telephone calls
- Management / supervisory experience in an operational setting
- Experience of using Google Drive
- Experience of using Google Docs and / or Google Sheets

Shift Patterns:

Early Shift – 05:00 > 15:00, Four On Four Off

You will work from 05:00 to 15:00 on a Four On Four Off working pattern covering all seven days of the week. Voluntary overtime will be available covering the SDC and also driving buses / coaches if you wish. If you work five or more weekend shifts within a four-week payroll period, you will receive a £50 bonus per shift for the fifth, and subsequent, shifts.

Late Shift – 14:00 > 22:00, Monday to Friday

You will work from 14:00 until 22:00 on Mondays to Fridays. You will have every weekend off. Voluntary weekend overtime will be available covering the SDC and also driving buses / coaches if you wish. If you work five or more weekend shifts within a four-week payroll period, you will receive a £50 bonus per shift for the fifth, and subsequent, shifts.



Remuneration package:

Competitive salary, paid monthly on the 3rd of the month.

We also offer:

- 20 days Annual Leave plus statutory Bank Holidays
- Defined contribution company pension scheme
- Perkbox healthcare and high street discounts scheme
- Apple iPhone and Macbook for work and personal use
- Open management culture with opportunities for progression

Candidates successful in this position will also have the opportunity to complete their Transport Manager CPC qualification and their IOSH Managing Safely qualification following satisfactory completion of their probationary period.

To apply please email jobs@vectare.co.uk.

