

Service Delivery Controller

Job Description /

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Job Purpose:

We are looking for friendly, reliable and confident individuals, with a genuine passion for delivering outstanding service and maintaining high safety standards, to join us as Service Delivery Controllers from our Loughborough Service Delivery Centre.

You will be responsible for tracking and monitoring our local bus, home to school, rail replacement and ad hoc transport services, proactively intervening to minimise disruption and providing timely updates to drivers, customers and other stakeholders.

You will also handle, and resolve or escalate, inbound queries from drivers, customers and clients, communicating by telephone, email and social media.

Job Location: Jubilee Drive, Loughborough, Leicestershire, LE11 5XS

Line Manager: Head of Operations

About Vectare:

Founded in 2016 as a specialist transport consultancy, Vectare has grown over the past seven years into a vertically integrated transport solutions provider. Alongside transport consultancy, Vectare now supplies bespoke transport management software to education sector and corporate clients, and operates a fleet of fifty Public Service Vehicles (buses, coaches and minibuses) on a range of corporate, home to school, local bus, Park and Ride and demand responsive transport services. Employing 130+ staff and transporting two million passengers per annum, we're now operating passenger transport services at scale.

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 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 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 on a shift basis by a team of Service Delivery Controllers, who report into our Head of Operations, 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 a Service Delivery 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.

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.

Where action is needed to mitigate delays and get buses back to time, you will liaise with local Operations Managers, and the Head of Operations, take instructions based on their Service Recovery Plan and communicate that plan to relevant colleagues. You will support customers with their live travel queries so experience of working in a customer facing role is highly desirable. The role will include assisting customers during disruption and arranging alternative (taxi) transport to keep customers on the move in accordance with our Passenger Promise.

You will compile statutory operational records and will also prepare snapshot reports which will be sent to the wider business at set points within the operational day to communicate operational updates.

Person Specification:

Essential

- Calm and professional, even under extreme pressure
- Ability to proactively solve problems, think critically and manage multiple issues
- Excellent communication skills with the ability to adapt to the individual or circumstance
- Friendly, flexible, helpful and customer focused
- Computer, smartphone, app and tablet literate
- Extremely comfortable using Microsoft Office software suite
- Full UK car driving licence

Desirable

- Experience of working in a control room environment (in any industry) or the logistics and transport industry (in any role)
- Experience of working in a customer service role, delivering high level of service in a busy environment
- Experience of using Google Drive, Google Docs and / or Google Sheets

Shift patterns:

Four on, four off working alternating early and late shifts as follows:

Four days on (04:00 > 14:15)

Four days off

Four days on (13:45 > 00:00)

Four days off

Remuneration package:

Annual salary of £24,000, paid monthly on the 3rd of the month, based on 37.5 working hours per week

We also offer:

- 19.6 days Annual Leave including allowance for statutory Bank Holidays
- Defined contribution company pension scheme
- Perkbox healthcare and high street discounts scheme
- Apple iPhone and Macbook
- Open management culture with opportunities for progression

How to Apply: To apply for this position please email jobs@vectare.co.uk.