

Role Profile – AVL Service Controller (Service Supervisor Grade) June 2022

Purpose: To supervise and control bus and coach services, making full use of the service control opportunities that the AVL system provides. To ensure delivery of: best possible service quality, accurate real time customer information, accurate daily operation records, operational performance feedback to local operations team and performance reports.

Key Responsibilities	Key Performance Indicators	C o m p e t e n c i e s	
		Skills & Knowledge	Key Behaviours
<ul style="list-style-type: none"> Supervise and control all Bus Eireann services, ensuring services are operated safely in accordance with regulations. Provide incident and appropriate break down assistance to drivers. Communicate with maintenance staff regarding vehicle planning, VOR, break downs and incidents/collisions. Communicate with Depot staff regarding driver and vehicle planning, incidents and shortfalls. Provide prompt and accurate incident reporting and RTP1 updates. Ensure Average Excess waiting time and punctuality targets are met. Implement and adhere to AVL standard operating procedures such as: <ul style="list-style-type: none"> Service interventions/Incident recording Emergency Response/Incident Communication System Fault reporting Customer & driver communications AVL route control strategies. Participate in regular staff appraisal and performance feedback process to help improve service delivery. Ensure daily operating statistics such as delays, cancellations, missing AVL data and relevant causes are recorded and communicated accurately and promptly in all required systems. Assist in the compilation of Periodic and Quarterly Operations Performance reports for internal and external stakeholders. Assist in the training of all Control Centre staff. 	<ul style="list-style-type: none"> Performance reporting of network <ul style="list-style-type: none"> AEWT Punctuality % Data provision % Targeted analysis of operations and service delivery by route Driver AVL Log in compliance Operations data record quality Operations data report quality SOP compliance 	<ul style="list-style-type: none"> Relevant supervisory experience preferred Relevant 3rd level qualification would be an advantage though not essential Good appreciation of transport regulatory constraints Good appreciation of NTA contract performance requirements Track record of delivering results Ability to work in Word, Excel, PowerPoint and other software packages 	<ul style="list-style-type: none"> Analytical and Commercial Thinking Has a strong competence in data mining and developing insights Organizing and Executing Planning, prioritizing & organizing work and resources so as to bring about execution Customer and Business Focus Meets and exceeds the needs of external & internal customers Commitment & Motivation Accepts responsibility for achieving goals & objectives. Applying Expertise & Technology Maximises technology to improve performance. Communication Ability to communicate clearly via AVL text and voice mode Resilience Maintains a stable performance at all times.
Dimensions: Reports to AVL Control Centre Manager. Works closely with AVL support assistants and local service supervisors.			