

RP Service Supervisor Limerick

Purpose: To supervise all those involved in Road Passenger operations in Limerick including private bus operators contracted to Bus Éireann and also to assist in the provision, development and promotion of services in the Region.			
Key Responsibilities	Key Performance Indicators.	C o m p e t e n c i e s	
		Skills and Knowledge	Behaviours
<ul style="list-style-type: none"> • Control, manage and regulate the operational quality and efficiency of all bus operations including contractors and recommend timetable alterations as necessary. • Liaise with appropriate BE staff to ensure cost efficiencies are in place with regard to service auxiliaries. • Liaise as necessary with the managerial team on issues such as special events, college terms etc. • Assist and monitor movement of vehicles on the station concourse. • Coordinate supervisory and operational requirements and take lead role in on-site supervision of special events. • Ensure all relevant driving hour and working time regulations are compliant. • Supervision of driving staff. • Ensure vehicle links are maintained and operated in most efficient way to include assigning vehicles in dispatch. • Rostering of staff as required in most efficient manner. • Complete performance evaluations on vehicles and drivers. • Coordinate driver training, induction, CPC, manual handling, fleet and route familiarisation etc. • Ensure that all reports relating to staff are correctly investigated, reported and, where appropriate, brought to the attention of the relevant Manager. • Ensure all collisions, incidents and injuries (including near miss incidents) are reported promptly and correctly on Incident Report Forms. • Incident Management –respond to incidents, ensuring the appropriate support and communication is in place. • Ensure all Company policies and procedures are fully implemented and applied. • Destination 2023-alignment with the Company’s vision and values. • Ensure that all Customer Communications, whether verbal, written or otherwise, are correctly logged and investigated with action taken as appropriate. • Ensure the effective and efficient usage of computerised systems including: <ul style="list-style-type: none"> ○ the pro-active use of the AVL and radio system for service regulation and control, ○ Use of IT equipment and devices as issued by the company, e.g. CCTV, handheld devices, LEAP card validators, smart phones / email devices etc. • Responsibility for efficient cost control especially in relation to driver deployment and utilisation. • Involvement in revenue protection, ticket checks and standard fare policy as required. • Liaise as necessary with Managers, Administrative Staff, Garage Manager, and Sales Executives. • Promoting and ensuring the highest safety standards are applied to all operations and facilities in Limerick. • Carry out any other duties as may be required across other locations in the Region. • Assist in ensuring RP contractor documentation is valid. 	<p>Ensure delivery of best possible service to customers within resources available.</p> <p>Implementation and delivery of company plans.</p> <p>Microbus updates as required.</p> <p>Driving hour infringements kept to a minimum.</p> <p>Contribute to the development of our services.</p>	<p><u>Essential</u></p> <p>Technical Ability</p> <p>Computer /Administrative Skills</p> <p>Organisational Skills</p> <p>Supervision / Leadership</p> <p>Teambuilding</p> <p>Knowledge and understanding of regulations</p> <p>Problem solving skills</p> <p><u>Desirable</u></p> <p>D class driving licence</p>	<ul style="list-style-type: none"> • Interpersonal skills. • Communication skills – written and verbal. • Building relationships. • Influencing. • Customer focus. • Resilience. • Decision making. • Planning and organising. • Reliability, Punctuality and Flexibility.
Dimension: Member of public Transportation Supervisory team. Reports to Regional / Services Delivery Manager. Working week of 5/7 days across various shift patterns. Working relationships: Line Managers, Service Supervisors, Drivers, Administrative staff, agencies outside of the CIE Group (NTA, DoE, DoT and others)			

HR – March- 2021.