

Reporting Centre Operator – Job Description

Job Details

- Job Title: Reporting Centre Operator
- Location: Based at Jabero Office – 22 Church Road, Tunbridge Wells
- Reporting to: Site Access Manager

Job Overview

The WorksiteCloud – Reporting Centre allows personnel who are working on sites not manned by a SAC to be entered onto the WorksiteCloud – Site Access system and record additional information such as updates and diary entries onto the project dashboards.

The reporting centre operator will enter staff onto the resources section of the project dashboard and will remain in contact via telephone with supervisory personnel on active worksites to ascertain who is working where and when. This service will provide the overall effect of creating a complete diary of events for all track access at all levels.

The reporting centre will also provide a single point of contact for any issues regarding the use of the WorksiteCloud suite of systems to site-based personnel out-of-hours and provide technical support to Site Access Controllers in the field. This post reports to the Site Access Manager. Shifts will be organised on a “rolling” roster system, spread equally over days, nights, and weekends.

Principle Duties

1. Access recording

- 1.1. Sign in and out personnel on all worksites that do not have a dedicated Site Access Controller.
- 1.2. Register any personnel who are not already on the system

2. Update reporting

- 2.1. The works supervisor will make contact periodically to report work progress or incidents. Repeat the message back to them to ensure it is understood correctly. Record on the appropriate worksite.
- 2.2. Proactively contact sites where no updates have been received to update progress.

3. Quality Control

Reporting Centre Operator – Job Description

3.1. Ensure that all data is correctly entered into the WorksiteCloud – Site Access system by SAC sites. Check at least once an hour or as other duties allow. In case of error, refer to the senior operator.

3.2. Provide out-of-hours support to any site access controllers who are experiencing technical difficulties and/or connection issues with the website.

3.3. Provide initial on call support. Refer to senior operator when necessary.

4. Other duties

4.1. Keep a log detailing all events arising during a shift.

4.2. Any other reasonable duty in relation to your job description.

5. Senior Operator duties

5.1. Act as company representative and decision maker outside of office hours, referring to the on-call manager if required.

5.2. Train, assist and mentor new operators

5.3. Take responsibility for Race Cards

5.4. Enter (missed) SAC sites onto system

5.5. Upload (missed) bar charts

5.6. Provide adequate handover to the next shifts senior operator

5.7. Provide cover for Site Access Manager in their absence

5.8. Attend meetings (when required)

5.9. Undertake fire warden duties

5.10. Identify the need for, and conduct, Risk Assessments on SAC overruns or breaches of 12/14 hr rules

5.11. Make alternative arrangements for SAC or reporting centre cover when sickness/absence reported at short notice

5.12. Conduct SAC supervision through report builder

5.13. Handle majority of SAC related calls

Reporting Centre Operator – Job Description

- 5.14. Update schedules and Diaries for SAC's when required
- 5.15. Provide support and assistance to SAC's when required
- 5.16. Complete control status reports on behalf of Controllers
- 5.17. Keep white board up to date with relevant information

Communication

The Reporting Centre Operator will remain in constant contact with the following parties as a minimum:

- Site-based supervisory staff (those responsible for signing in staff)
- Client Control
- All Site Access Controllers

The Reporting Centre Operator will also be available to assist with any issues to the following parties:

- All Site Access Controllers
- Any other members of the clients staff
- Any other Jabero Consulting staff
- Network Rail, Regulatory Authorities and the emergency services

As the Reporting Centre Operator is based in Jabero's main office, they will have use of a dedicated landline and number. All first contact will be through the dedicated telephone number. Subsequent contact may take place over the internet or by telephone.

As the Reporting Centre Operator's primary duty is to ensure that the website is complete, they must endeavour to contact a SAC who is under performing by any means possible. If the SAC cannot be reached directly, any other personnel on site can be contacted.

Required Experience and Skills

The Reporting Centre Operator will have the following skills:

- Good clear verbal communication (fluent in the English language)
- Quick and clear written communication (excellent spelling and grammar)
- Professional demeanour
- Understanding of the phonetic alphabet
- Sound IT and typing skills

Reporting Centre Operator – Job Description

Due to the support nature of the position, the Operator will also need to have experience at all aspects of the WorksiteCloud product Suite, for which training will be given, as well as knowledge of the working procedures on a railway worksite.

Previous experience of working in a call-centre environment is beneficial.

Personal Protective Equipment

Specific PPE will not be required.

In the event that the Operator does go onto a railway engineering worksite, they will follow whatever PPE requirements that are in place.

Other Relevant Information

It will NOT be necessary to hold **personal track safety (PTS)** certification.
Reporting Centre Operator is NOT considered safety critical.

Deputy Arrangements

Deputy arrangement is not required for this position.