

Role Profile

Role: Assistant Operations Technician

Directorate: Highways

Salary Band: **Band 4 (plus 12.5% shift allowance)**

Post reference: **HW110**

Role statement of purpose: To work in the UTC fault management team to help ensure faults and technical problems on the Greater Manchester transport network are reported and rectified in a timely, efficient manner minimising delays and disruption and maintaining safety on the transport network.
The Assistant Operations Technician will be required to work within an early (6am-2pm), late (12pm- 8pm) shift pattern and be flexible regarding potential additional hours of operation.

Reports to: Senior Operation Technician / ITS Engineering Manager

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the Activities required.</i>
1.	Effective personal development	<ul style="list-style-type: none"> • Fully engage in all formal and informal development activities • Actively participate in the assessment of the knowledge and skills gained • Maintain an up-to-date portfolio to demonstrate the experience gained
2.	Interrogate and analyse the outputs from multiple traffic control and other monitoring systems	<ul style="list-style-type: none"> • Assist the team in the investigation and analysis of traffic control monitoring systems to identify and resolve problems • With support and guidance use the fault management and recording systems to identify the status of outstanding faults • Carry out a validation process to ensure all faults reported are genuine • Liaise directly with TfGM and maintenance engineers attending faults and incidents on-site

3.	Precise and accurate operation and maintenance of the fault management systems	<ul style="list-style-type: none"> • With support and guidance, ensure all faults and reported incidents are accurately input to the fault management system within defined timescales • Carry out cross checks to ensure that all reported faults been rectified, in a live control room environment • Investigate a range of fault types, of varying complexity, and communicate clearly and precisely to internal colleagues and contractors.
4	Accurately monitor and update asset management database inventories and other data records following identified control room procedures.	<ul style="list-style-type: none"> • With support and guidance undertake 'sense-checking' of records for all asset management and other related information quickly and accurately to ensure they are entered into the fault management database
5.	Provide excellent customer service to the travelling public	<ul style="list-style-type: none"> • Answer calls in a timely and precise manner • Manage multiple calls from different stakeholders • Communicate with vulnerable people in a positive manner • Deal with the general public in potentially volatile situations • Handle irate customers in a calm and effective manner • Direct calls to the correct department in an effective manner
6	Build and Develop Relationships	<ul style="list-style-type: none"> • With support and guidance build and maintain effective relationships with all departments within Transport for Greater Manchester and all its stakeholders including district Highway Authorities, Public Transport Operators and the general public of Greater Manchester • Communicate the required response to internal/external stakeholders • With support and guidance ensure that, upon shift change, information is handed over to the next shift in a comprehensive fashion.

	Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM’s behaviours and competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies					
Key Contacts	Third-party contractors and developers TfGM Control Centre Statutory Undertakers GM Police Members of the Public				
Direct reports	None				
Budgetary responsibility	None				
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created By:					
Ellis Clarke September 2023	RWD 8.1.25	ETC 28.01.25			

Person Specification

<i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Experience of maintaining accurate records with attention to detail
E2	Some experience of working with different computer software including databases, spreadsheets and Microsoft Office packages
E3	Effective and appropriate communication with others
E4	Experience of working as part of a team
E5	Some experience of handling difficult customer or stakeholder interactions
E6	Ability to prioritise conflicting workloads
E7	Ability to work in a fast-moving environment
D	Desirable experience:
D1	Experience of working under pressure in a busy environment
D2	General awareness of the health and safety implications of working with live transport control and monitoring systems
EQ	Essential Qualifications – Technical, Vocational or Educational:
EQ1	English and Mathematics GCSEs at Level 4/Grades C or above
DQ	Desirable Qualifications – Technical, Vocational or educational:
EA	Essential Attributes:
EA1	Good analytical and problem-solving skills
EA2	An interest in electrical equipment and ideally traffic signals
EA3	Good communication skills
EA4	Act in a professional manner at all times
EA5	Punctual and attentive and able to work to different shift patterns
EA6	To display a required level of courtesy to colleagues and customers
EA7	Personal behaviour that is in line with the TfGM statement of values and behaviours
EA8	Self-motivation and personal drive to complete tasks allocated
EA9	Flexibility to adapt to changing workload demands