

Role Title	Taxi Controller
Reports to	Taxi Contract Manager
Division/Department	Rail Replacement Planning & Operations
Location	
Grade	E3

Purpose of Role

This is a key role within the Abellio Rail Replacement Taxi team. The position will manage planned bookings and allocate then plan ad-hoc bookings from pre checks to job completion. Monitor our bespoke software system for job amendments. Liaise with Customer's staff and our suppliers to resolve issues and offer support / guidance. Ensure cost efficient allocation of suppliers to bookings.

Key Accountabilities

Responsible for recruiting suitable & sufficient taxis in line with requirements

Monitor/track all bookings to ensure they meet contracted KPI's.

Ensure planned bookings are pre-checked & all fully traced to completion

Maintain a daily log capturing agreed metrics & any noteworthy arising details

Manage compliance documents in line with ARR's governance requirements

Support contract manager to identify/explore sustainable growth opportunities

Communication of improvement opportunities through appropriate channels

Collaborate with other ARR team members as required

Role Dimensions

Planning Management – Manage supplier resource to fulfil business demand

Customer Service – Ensure the customers' needs are the heart of our service

Finance Management – Ensure operational margins are being met





ESHQ Management – Ensure that all required compliance standards are met

Main Contacts

Contacts	Frequency	Purpose
Taxi Contracts Manger	Daily	Daily Control
Taxi Controllers	Daily	Daily Control
Taxi Operators	Daily	Recruitment & resourcing
Operational Stakeholders	As required	Stakeholder Engagement



Person Specification	
Required Qualifications:	<ul style="list-style-type: none"> Formal English Written & Spoken Language qualification PCV & CPC, CPD License
Desired Qualifications	<ul style="list-style-type: none"> IOSH managing safety or equivalent H&S training MS office inc. Excel Bowe BI Basic training Diploma/Training certificate
Required Knowledge & Experience	<ul style="list-style-type: none"> 2 years in the taxi/bus/coach industry with customer service experience A general understanding of the bus coach and UK travel industry A sound working knowledge of H&S best practice
Required Capabilities	<ul style="list-style-type: none"> Must be a competent user of Microsoft Office Ability to build internal and external relationships to benefit the business Strives to continually improve ARRS position to deliver a best-in-class service Can Manage high pressure requirements in a calm and logical manor Can understand and follow written process and procedural requirements
Personal requirements:	<ul style="list-style-type: none"> A driven self-starter who can work alone and as part of a team Flexible approach to working hours allowing attendance to out of hours events Build internal/External & inclusive relationships with required stakeholders Is an effective communicator on all forms Takes an organised and concise approach towards task based requirementst

Abellio Values	
<p>At Abellio, we share a set of common principles and processes with the wider Abellio group known as the Abellio Way. This strategic framework supports the achievement of our goal of becoming 'the best bus company in London and is underpinned by our organisational values. It is expected that all colleagues demonstrate these behaviours in their work.</p>	
 GENUINE	<p>We're respectful, straightforward, customer centric, open, and welcoming.</p>
 PROFESSIONAL	<p>We take our responsibilities seriously; we take ownership and are accountable. We also deliver on our promises, are responsive and cost-conscious.</p>
 INCLUSIVE	<p>We passionately believe in diversity and ensure we work in a way that's inclusive, connected with our stakeholders and promoting empowerment.</p>
 PROACTIVE	<p>We're progressive, forward-thinking, innovative, and decisive. We focus on continuous improvement and challenging the status quo.</p>

