


Job Title: Area Controller	
Purpose: To provide excellent frontline customer service to all passengers and users of Nexus managed interchanges and ensure that operational and safety standards are met.	
Safety Rating: Not Safety Related	

Remuneration: Salary Band 3

1. **Principal areas of responsibility**

- 1.1 To ensure Nexus managed bus stations are safe and clean environments.
- 1.2 To pro-actively provide passenger information and assistance.
- 1.3 To supervise bus operations ensuring compliance with User Agreements.
- 1.4 To inspect and monitor bus stations to ensure they are fit for purpose and safe at all times.

2. **Dimensions**

2.1 **Communications**

- 2.1.1 To communicate effectively with bus operators, colleagues, customers and stakeholders to ensure that Nexus bus stations operate effectively.

2.2 **Decision Making & Problem Solving**

- 2.2.1 To carry out speed checks, punctuality checks and other monitoring as required.
- 2.2.2 Ensure that through monitoring and liaison with bus operators that operations in Nexus managed bus stations are in accordance with the agreed Nexus code of conduct.

2.3 **Initiative & Independence**

- 2.3.1 To work alongside Customer Service Managers and other customer service staff, but also act on own initiative when required.

2.4 **Resources**

- 2.4.1 Monitor the condition of Nexus owned bus station assets reporting defects as required.

2.5 **People**

- 2.5.1 Assume responsibility for the safety of passengers using Nexus bus interchanges.

2.6 Health & Safety

- 2.6.1 To pro-actively monitor operations to ensure that services are operated in accordance with User Agreements.
- 2.6.2 To produce reports on safety incidents and accidents and submit as required.

3. Statutory Duties

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Job Title	
Job Evaluation date	
Grade	
Compiled by	John Souter
Validated by	

Document Change Log: Summary of document changes			
Date	Version	By	Summary of Changes

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