


Job Title:	Area Controller	
Purpose:	To provide an excellent service to all passengers and users of Nexus managed interchanges and ensure that operational and safety standards are met.	

Person Specification

Date: October 2021

Essential Criteria	
EDUCATION	
NVQ Level 3 in Customer Services or equivalent	Application Form/ Certificate
SPECIFIC KNOWLEDGE	
Basic report writing and good competency in Word and Excel IT applications.	Application Form/Interview
Excellent interpersonal and communication skills.	Application Form/Interview
The ability to read and interpret Public Transport information, have a good understanding of timetables and a geographical knowledge of Tyne & Wear.	Application Form/ Interview
Self-motivated and pro-active approach with a good attention to detail.	Application Form/Interview
SKILLS & COMPETENCIES	
Ability to work as part of a team.	Application Form/ Interview
Basic Health & Safety knowledge.	Application Form/Interview
Good organisational skills with the ability to follow instructions and achieve results.	Application Form/Interview
EXPERIENCE	
Experience of working within a face to face customer orientated environment.	Application Form/Interview

Motivated by working with the general public.

Application Form/Interview