

Role Profile

Job Title	Tram Driver/Conductor	Job Ref	
Team	Service Delivery	Grade	
Reporting to	Crew Manager	Date last revised:	

Role Purpose

To safely operate Supertram vehicles while delivering excellent customer service in a dual role combining tram driving and conductor duties. The postholder will be responsible for transporting passengers safely along designated routes, providing ticketing and travel information, and supporting revenue protection and operational safety across the network.

Working patterns:

Supertram operates 7 days a week between 5am and 1am, so our teams work shifts based around these times. Access to your own transport is advantageous as some of our shifts start or finish at times when public transport often isn't running.

Principal Accountabilities

1. Key responsibilities

- Drive trams along set routes, safely picking up and dropping off passengers at tram stops.
- Ensure the safe delivery of tram services in accordance with operational procedures.
- Welcome passengers and carry out revenue protection duties, including issuing and checking tickets and passes.
- Provide customer service, revenue protection, and crowd control at major city events.
- Deliver customer care including service updates, answering queries, and offering assistance on topics such as fares, timetables, and local knowledge.
- Provide excellent customer support to ensure a safe and friendly journey for all passengers.
- Assist with operational incidents as required.
- Support drivers and colleagues in responding to incidents, maintaining communication with the Operations Control Centre.

2. Health, Safety and Environment

- Maintain a strong safety-conscious approach at all times while driving and conducting.
- Follow all operational safety procedures and legal requirements for tram driving.
- Respond appropriately to incidents and emergencies in line with company protocols.
- Ensure the safety of passengers, colleagues, and the public throughout all duties.

3. Standards

- Deliver consistently high standards of customer service and professionalism.
- Maintain punctuality, reliability, and adherence to operational rules.
- Uphold uniform, appearance, and behavioural standards.
- Ensure accurate cash handling and compliance with revenue protection policies.
- Demonstrate strong concentration and attention to detail while driving.

Role Profile

Knowledge required for this role covering qualifications, experience, and skills <u>Key:</u> E = Essential / D = Desirable		E/D
• Excellent concentration skills		E
• Ability to communicate calmly, clearly, and effectively		E
• Strong ability to retain information and follow instructions		E
• Ability to remain calm under pressure		E
• Excellent customer service skills		E
• Accurate cash-handling ability		E
• Willingness to help, learn, and support colleagues		E
• Enthusiastic and passionate approach to work		E
• Previous customer service experience		D
• Experience in a transport or safety-critical environment		D
Additional Eligibility Requirements: <u>Key:</u> E = Essential / D = Desirable		E/D
• Full UK driving licence held for 24+ months		E
• Maximum of 3 penalty points		E

Approvals			
Colleague name:		Signature:	Date:
Line Manager name:		Signature:	Date: