

Factsheet

Jobs at train stations 1

Station Team Leader/ Duty Manager

Our Duty Managers and Station Team Leaders manage station staff and make sure that our trains are running on time and safely. They also make sure that customers receive high quality service. They need plenty of knowledge about the rail network to have patience and to like hard work.

Retail supervisor

Our retail supervisors run station ticket offices and

manage the staff who work there. Station ticket offices are sometimes known as booking offices.

Train despatcher

Our train despatchers make sure our trains leave safely by checking signals. They use batons (that look like small paddles) and blow a whistle to give signals to the train driver when it is safe to leave the station. Despatchers also help customers find the right platform and get on the right train.



Train despatcher