



CONTROL ROOM OPERATOR

NORMAL PLACE OF WORK:

MacRail Offices (Weston-Super-Mare)

REPORTS TO:

Operations Manager

ROLE SPECIFICATION:

As Control Room Operator you will be responsible for entering staff onto the MacRail website register and remain in contact via telephone with supervisory personnel on active worksites to ascertain who is working when and where providing an overall effect of creating a complete register for all track access at all levels.

You will be the single point of contact for any issues regarding the use of the MacRail system to site based personnel out of hours and provide technical support to Site Access Controllers in the field. You will also offer first line support to any users of Worksite 360 and Fatigue 360.

This role is on a zero hour contract basis where you will be providing holiday & absence cover.

KEY RESPONSIBILITIES:

- Support the safe and efficient operation of MacRail's services
- Monitoring systems
- Responding to incidents
- Logging site activity
- Coordinate communications with field teams

PERSON SPECIFICATION:

- Reliable, calm, and alert under pressure
- Strong communication and attention to detail
- Basic IT and system navigation skills
- Ability to work independently and as part of a team
- Previous control room, security, or monitoring experience is beneficial but not essential