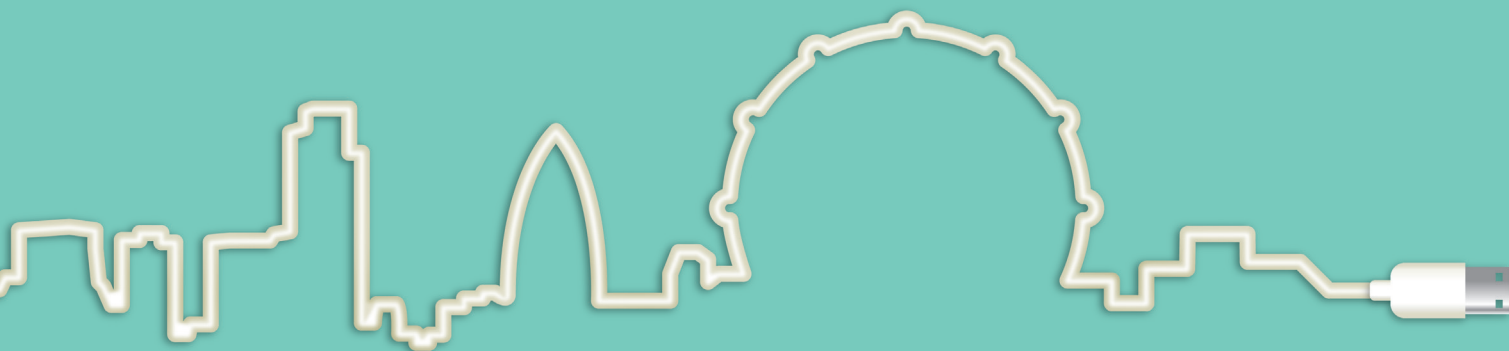


# Candidate Information





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# we're looking for you



Group CIO, **Phil Pavitt**, shares his thought on the rewards of an IT career with TfL.

“IT is a booming market and good people are in demand, so you may feel you’ve the pick of the crop when it comes to finding the right IT job and perhaps overlook the opportunities an organisation such as TfL has to offer. But let me share a few thoughts on why I believe TfL is a great place to work and give you an insight into why I’m here as Group CIO.

TfL is my first venture into the public sector after a career carved out in UK and global blue chip organisations - and I’ll confess that it took quite a leap of faith on my part to leave the private sector and join. But from the start I’ve been bowled over by the attitude of the IM team. Never before have I come across people who are so customer orientated. Everyone talks about the customer and how technology is the key to improving London’s transport network. There’s such a tremendous amount of effort and activity taking place here; and a truly infectious desire to succeed.

In many companies IT is quite isolated from the business; without strategic alignment or involvement in key decisions. But this simply isn’t the case at TfL and another reason why it’s so great to work here. The line between IM and business is ever merging so if you’ve interests and ambitions beyond pure technology, this could be the perfect environment for you to develop and contribute to some of the most remarkable change and innovation happening in the Capital today.

I believe IT is the most exciting thing around - and that TfL offers some of the most exciting IT jobs in London. In fact I’ve never known IT to be as challenging and rewarding as it is at TfL and I believe that you’d say exactly the same if you join us, many already have!”

**Phil Pavitt**  
Group CIO,  
Transport for London



# Delivering better Transport in London

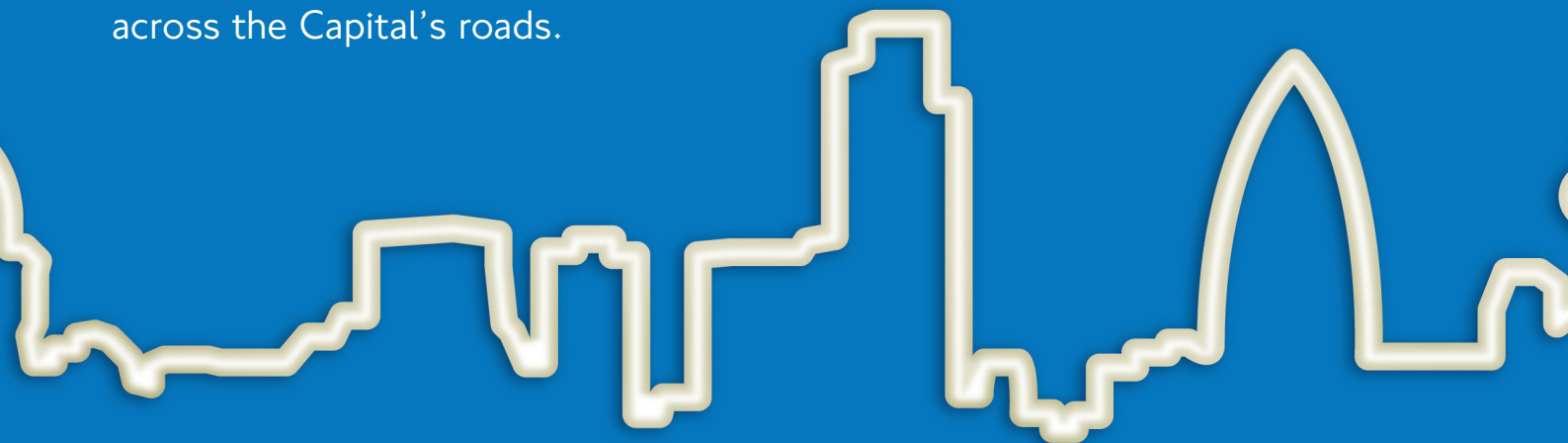
Every day, Transport for London (TfL) provides transport and services for more than 10 million people across the Capital.

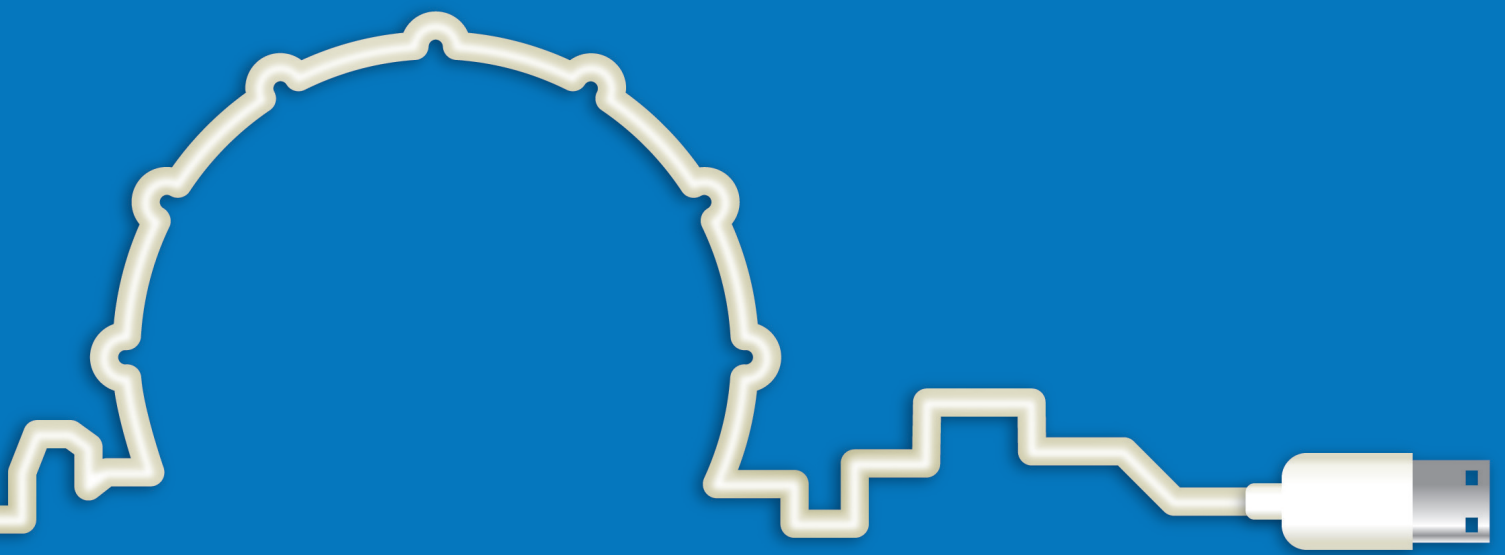
We run London Underground and manage the bus network, Docklands Light Railway, the Congestion Charging scheme, and Croydon Tramlink. From November 2007, TfL will also manage the new London Overground rail services.

TfL is directly responsible for the 580km of Red Routes which make up London's busiest main roads, all of London's traffic signals and the London Traffic Control Centre, which manages traffic operations in real-time to minimise disruption across the Capital's roads.

We also manage Victoria Coach Station, London's Transport Museum and eight piers on the river, as well as licensing services that serve them.

In addition to regulating taxis and the private hire trade, we promote road safety, cycling and walking, operate the Dial-a-Ride service and fund local transport initiatives in every London borough.





Yet TfL is about more than simply getting people from A to B. Our Investment Programme will see £10bn spent on modernising and extending our network over the next few years. This investment will create new transport links and services, helping to regenerate neglected parts of London, and make the network more accessible.

We are also working on various measures to help tackle climate change and will have a key role in assisting London to deliver a successful Olympic and Paralympic Games in 2012.

Other initiatives include the Oyster card, which provides quicker and easier journeys. This also includes work to highlight that switching from cash fares to Oyster fares can save passengers money.

For more information please visit our website [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Our Objectives

To meet the challenges of a growing London, our objectives are to:

- Deliver the best possible services every day for our passengers and users
- Build the transport network which London needs to meet future demand and support economic growth
- Support the Mayor's wider objectives for London
- Secure sustained investment for transport in London



To help deliver the requirements of the Mayor of London's Transport Strategy and to support the efficient management of transport services across the Capital, TfL's IM team is evolving into an intelligent business partner, integral to the organisation's decision-making process.

IM sets TfL's IT policy and pursues initiatives to integrate data across the organisation. Working with a range of industry-leading IT providers IM's remit includes business control, strategy and architecture, delivery management and service delivery; the team also provide a single, central IT helpdesk for the business.

## About Information Management<sup>(IM)</sup> in TfL

IM's vision is to provide customer centric, reliable, integrated and efficient IT services through a blend of innovation, strategic thinking, organisational efficiency and cultural development. To help achieve this, the team is looking for leaders, relationship builders, change champions and technical experts who truly understand the strategic value of successful IT and can help drive innovation and integration across TfL.

These are exciting times and changing times for IM and TfL looks forward to welcoming new team members, ready for the opportunities and the challenges that are on offer.



# Employment Terms



**Pay** The salary scale associated with a specific position will be included on the Job Description.



**Leave** Your leave allowance will depend on grade, area of business, length of service and hours worked. Most positions within IM will attract a leave allowance of 30 days per annum, plus public holidays.



**Hours of work** Basic hours of work vary for each area of the business. Basic weekly hours range from 35-41.



**Medical examinations** We can require employees to have a medical examination with an occupational health adviser or doctor appointed by the Company at any time.



**Drugs and Alcohol** We are responsible for the safety of millions of people on a daily basis. We operate a stringent testing system for alcohol and drugs and all employees must comply with drugs and alcohol standards at work, regardless of their post.



# Benefits

## Pension

Provided you are aged 18 or over, and under the age of 63, you will be eligible to become a member of our final salary Pension Fund. The current members' contribution is 5 per cent of pensionable pay; members can however opt to pay additional sums. More information can be obtained from [www.tfl.gov.uk/microsites/pensions/home](http://www.tfl.gov.uk/microsites/pensions/home)

## Travel

Employees and their partners are eligible for free travel on the services owned by TfL. Other benefits such as subsidised National rail travel, and interest free loans are available depending on the area of the business worked in.

## Private Health Care

We have entered into partnerships with AXA PPP and BUPA to provide employees with two healthcare schemes, a cash plan scheme and private medical insurance.

## Childcare benefits

Employees can save tax and national insurance by giving up part of their

gross salary, and use it to pay for childcare as long as the provider is registered.

## Discounts

Employees benefit from a range of discounts – which cover

- **Travel and breaks**
- **Health and leisure**
- **Food and entertainment**
- **Home and motoring**
- **Green and ethical**
- **High street vouchers**

## Flexible working

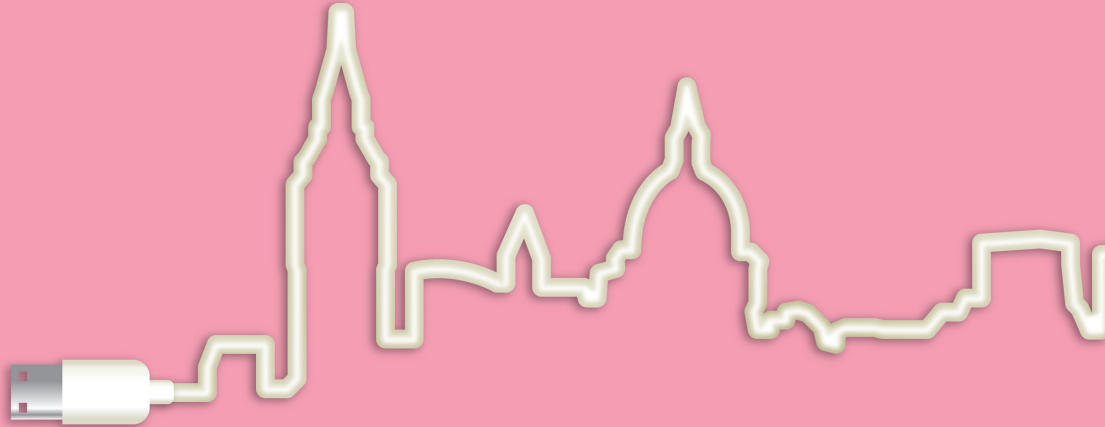
We offer all employees the opportunity of working flexibility, this includes:

- **Reduced hours**
- **Job sharing**
- **Staggered hours**
- **Flexi-time**

## Training and sponsorship

We encourage employees to further their knowledge and skills. Employees who are undertaking work related training/study may be eligible to receive financial support.





# The Selection Process

All IM vacancies will be advertised on our website [www.tfl.gov.uk](http://www.tfl.gov.uk) and further details on how to apply are available here. If you do not have access to the internet, please call our recruitment team on **0800 015 5072** and they will be happy to help.

If you are successful at the application stage, you will then be invited to undertake either one or a combination of the following exercises so that you can demonstrate your suitability for the role:

- **Interview**
- **Personality Questionnaire**
- **Presentation**

If you have a disability, you are advised to declare this before the test, as arrangements can be made to accommodate your specific needs. Test materials can be adapted for the visually or hearing impaired, but you will need to alert the assessors to your circumstances in advance.

## **Interviews**

Competency based interviews are the most frequently used tools in the recruitment process at Transport for London (TfL). Further guidance will be provided should you be invited to interview.

## Personality questionnaires

These assess your personality and how you might react in different situations. They are not usually timed, have no right or wrong answers and are used to identify your working styles and preferences. These questionnaires are often completed on-line. You cannot practice for these tests but you should answer honestly and avoid trying to second-guess 'correct' answers or what is being looked for. Further guidance will be provided if required.

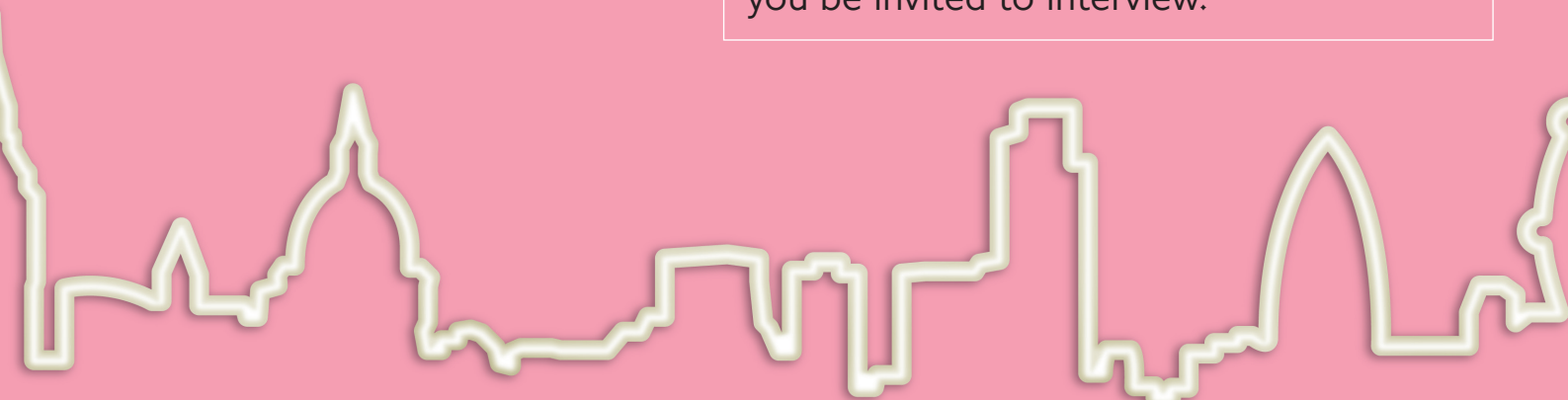
## Presentations

You may be asked to prepare a presentation in advance or on the day on a specific topic which will be related to the role in some way. How you structure and communicate information effectively will be important. Further guidance will be provided if required.

If you are invited to interview, you will be asked to bring some documentation with you:

- **Your passport or Birth Certificate;**
- **Proof of National Insurance (NI card, P45 or P60);**
- **Your completed Reference Agreement Form (this will be sent to you with your invite to interview).**

Further guidance will be provided should you be invited to interview.



# Our Commitment to Equality



We are committed to being as diverse as the city we represent and welcomes applications from everyone, regardless of gender, ethnicity, sexual orientation, faith, age or disability.

We monitor our recruitment processes to ensure that they are both fair and accessible to all candidates, and to help us do this, we ask that you complete the equal opportunities section of your application.

We treat the information you give us with respect and hold it in accordance with the rules set out in the Data Protection Act. The information you provide on the equal opportunities form will be held in the strictest confidence and will not be viewed by line managers, or anyone involved in the shortlisting or other parts of the selection or assessment process.

We guarantee an interview to any disabled applicant who meets the minimum criteria for a role, and we will ensure that any reasonable adjustments you may require are made in advance of any interview or assessment process. In order for us to do this, we would like you to tell us about any adjustments you might need in advance.

# Further Information

Should you have any questions about our current IM vacancies, please call our recruitment team on **0800 015 5072** and they will be happy to help.

**[www.tfl.gov.uk](http://www.tfl.gov.uk)**