

Chantel Thorpe



Knowledge and Engagement Officer Contact Centre Operations

Chantel Thorpe began her career at TfL in 2007 as a Customer Service Agent (CSA) for the Oyster Card Helpline and now works as a Knowledge & Engagement Officer within Contact Centre Operations (CCO).

What does your job involve?

It is my responsibility to ensure that all staff have access to the tools and information they need in order to provide our customers with up to date and meaningful information. To do this I attend internal and external stakeholder meetings, carry out research, compile factsheets, create posters & presentations and deliver staff briefings. My role is also integral to any business change initiatives taking place within CCO. In 2012 I helped to successfully implement the new CCO Social Media Team in time for the Olympic Games.

What attracted you to TFL?

The moment I saw the job advert in The Metro back in 2007 I knew I wanted it! The idea of working for Transport for London appealed massively as it plays an integral role in keeping London functioning and I wanted to be a part of that. I liked that it was familiar to me and a long established company. Applying for a job with TfL just made sense.

What do you like about working in transport?

I love the variety of work my job involves and the fact that I get to be creative. Each day of my working week is jam packed with all sorts of tasks that can see me sat at my desk answering emails or designing an engaging factsheet one minute and then heading off to deliver a presentation the next. I enjoy working within the transport industry as it's ever evolving and provides many opportunities to develop.

How should we encourage more women to pursue a career in transport?

I think a good start would be to compile a booklet of all the wonderful profiles you've gathered for the 100 Years of Women in Transport campaign so far and make it available to schools, universities and on LinkedIn. It would be great to have them ready for any upcoming job fairs too.

What do you think would make transport more appealing to young people?

I think the key is to make it clear that there are multiple layers within the industry by creating greater awareness,. However, I think this needs to start at Secondary school level. A great way would be to run workshops at the London Transport Museum for school children to attend that are specifically aimed at highlighting the varied job opportunities that exist at TfL.