

Susan Jackman

Volunteering Manager

Performance Revenue, London Underground



Susan Jackman is a volunteering manager for LU and joined TfL in 1981. She is looking forward to new challenges in 2015, and top of the list of new skills to master is learning how to play the Steel Pan.

What does your job involve?

I manage the Ambassadors so that we are ready to deploy extra staff across the network during busy events or service disruptions. I plan demand by liaising with the operational managers to ensure the best possible experience for our customers. I am responsible for ensuring all licensed ambassadors are trained and issued with a safety critical licence which allows them to work on Underground Stations.

How did you get into the transport industry?

I first joined London Transport in 1981 as a Ladies' Waiting Room Assistant. As I was only 21 and the job was mainly for older women, the person who was interviewing me did not want to give me the job but I convinced them by saying I saw the company as a house and by starting with this job I would be coming in by the back door but could make my way through the house and leave by the front door.

What do you like about working in transport?

The opportunities to train and take my career in different directions. I like working with people and understanding how different departments work. If I do not know something it is a challenge for me and I like to learn how it works.

What are you most proud of?

I am proud of many things that I have achieved at TfL: working on the Jubilee Line Extension setting up North Greenwich Depot, ensuring there were enough Train Operators for the Millennium. Breaking down barriers by doing jobs that were not normally done by women. Setting up the Special Requirements Team which provides a mobile station staff team to cover station groups during upgrades and projects, and receiving a Platinum Manager Award for being an inspirational leader committed to getting the best out of people.

What do you think is the best thing about a career in transport? What would you change?

I think it is the possibility to move into different areas, learn new things, and the people you meet. I would like to see more opportunities for women to climb the corporate ladder, especially at board level.

How should we encourage young people to pursue a career in transport?

TfL should advertise themselves more to young people. Having staff who started their career on an apprenticeship or training scheme go into schools and colleges is particularly effective I think. Maybe we could even create an advert which can be played at schools and on prime time television.

Tell us something about yourself

I used to be an athlete and was trained by David Hemery. I ran the 1500m, 800m and the 400m hurdles during 70s and 80s. I've run for Transport for London and still hold the 100m record!