

Susan Bates



**Staff Manager – Westbourne Park
Tower Transit**

What does your job involve?

My job involves the management of 245 bus drivers at Westbourne Park Bus Depot. Key aspects of my job are to ensure drivers attend work and maintain their performance whilst carrying out their driving duties.

How did you get into the transport industry

Having worked for the Ministry of Defence as an Accountant in Germany for many years, I had the urge to change direction completely. Driving a bus had always interested me and after an internet search, I found a recruitment drive seeking female employees provided the added encouragement I needed to take the plunge.

What do you like about working in the transport industry?

Working as a team to deliver an excellent service; providing essential travel links to the public is something which brings me immense satisfaction.

What are you most proud of?

I'm proud of my progression from Bus Driver to Staff Manager within eight years. In that time I've learned the industry from the bottom up, learning and developing new skills.

What other roles have you had?

Within the bus industry I started as a Bus Driver for London Sovereign then progressed to Garage Driver Trainer where I was responsible for mentoring and coaching the newly recruited drivers. I later became involved in more administrative based roles, dealing with revenue, Missing Trips Verification and payroll. Before coming to Tower Transit, I was in the role of Traffic Manager for RATP London Sovereign and decided the time was right for a new challenge.

What is the most challenging aspect of your job?

It's challenging to educate and give guidance in a positive way, but the time must be taken to achieve long term results and goals.

What would your advice be to someone interested in your role?

Research as much as you can about the role. Take time to ask anyone in the role what the job entails. Show ambition, have a positive approach and go for it!

Tell us something people don't know about you

I was part of a small team which completed the "Three Peaks Challenge" using a double decker bus. We climbed the highest peaks in Scotland (Ben Nevis), England (Scafell) and Wales (Snowdon) in three days, covering the miles in between in a London bus. We raised over £50,000 for the "Help For Heroes" charity.