

**Helen Aska**



**Operations Manager – Westbourne Park  
Tower Transit**

**What does your job involve?**

I am responsible for Westbourne Park Garage Operations which includes 245 Bus Drivers as well as Controllers, Managers and Administration staff, all of whom work to make sure a reliable and punctual service is delivered to London. I establish, deliver and ensure safe systems of work are maintained through company procedures. I ensure my depot meets all the current legal requirements and that it delivers on key targets of performance. I also provide leadership and day to day direction to staff.

**How did you get into the transport industry?**

Previously I worked as a fashion designer and I was looking for a change. Taxi driver and bus driver both appealed to me but it was bus driver which made the cut! I actually celebrated 25 years in the bus industry on 9 July 2015 and am the longest serving female member of staff at Tower Transit.

**What do you like about working in the transport industry?**

The challenge of meeting company targets and of working with a wide variety of people to achieve this.

**What are you most proud of?**

I'm proud of obtaining a degree as a mature student, whilst undertaking a full time role as a Staff Manager and looking after my family. It just shows if you really go for something you can achieve what you want.

**What other roles have you had**

Within the bus industry, I started as a Bus Driver and have since worked as counter staff, in Payroll, as a PA, staff manager and now I am an Operations Manager. I was promoted earlier this year to the role of Operations Manager for Westbourne Park, following a short spell as an Acting Operations Manager at Lea Interchange. I now have responsibility for all Depot based Operational issues and I'm really enjoying the challenge.

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

The main thing is to have confidence.

**Tell us something people don't know about you**

I am terrified of heights!