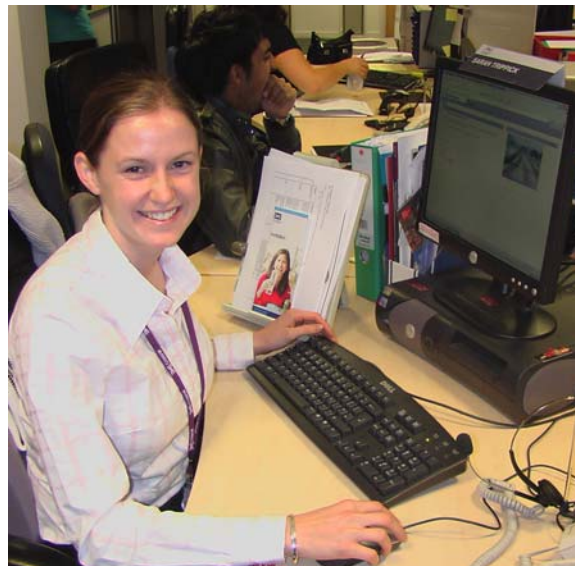


Crossrail – Helpdesk Manager

Hello my name is Sarah Trippick and I am the Helpdesk Manager at Crossrail.

I am in charge of the Crossrail helpdesk. This involves supervising the Helpdesk Assistants, managing our out-of-hours helpline, which is run by a company called Springboard Marketing, and, ensuring that responses to questions about Crossrail are up to date.

Crossrail is a project to build a new railway across London. The information we have to give out is constantly changing as the project evolves and takes shape. As a result, one of our key tasks is to keep up to date with all aspects of the work that is taking place.



I manage our database which is called ACT. We currently have over 18,000 people and companies logged on our database. Every form of correspondence that we have with people and companies, whether it is a conversation, letter or email, has to be recorded on our database. This is necessary because we have to provide the Government with information about what people think about the scheme, and, have the ability to provide detailed information if required. It also allows us to update people with information regarding Crossrail.

If people feel that they have not received the information they want from Crossrail or have a problem they would like help with, Crossrail has an independent referee who can help resolve any issues.

