

Role Profile

Role:	Revenue Performance Support Officer Apprentice
Directorate:	Finance & Corporate Services
Salary Band:	900 A
Post reference:	FCS154

Role statement of purpose:	The Revenue Performance Support Officer will provide operational, administrative and coordination support to the Revenue Performance Manager and the wider Commercial team to help deliver TfGM's advertising and revenue generation ambitions. The post-holder will support delivery and monitoring of advertising activity across TfGM assets (buses, trams, shelters), ensure activity meets policy and quality standards, assist with financial and reporting processes, and maintain accurate records. The role requires strong organisation, the ability to work to deadlines and manage competing pressures, some decision-making within defined responsibilities, and stakeholder engagement that may include influencing and motivating external partners.
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Reports to:	Revenue Performance Manager
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	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Advertising Process & Compliance Support	- Coordinate advertising displays across buses, trams and shelters, ensuring full compliance with TfGM's Advertising Policy and quality standards. - Assist with approvals of advertising copy; liaise with agencies and partners to schedule and resolve conflicts or delays.

		• Log and monitor installations and amendments; raise and escalate quality, safeguarding or policy non-compliance issues to the Revenue Performance Manager. • Support audits and spot-checks on assets and advertising materials.
2.	Revenue Tracking and Reporting	• Maintain advertising diaries and performance logs; track installations and end-dates and ensure all data entries are accurate and up to date. • Assist with preparation of weekly/monthly revenue tracking and performance reports; compile partner-supplied metrics and TfGM internal data. • Provide basic analysis and highlight variances, trends or areas requiring attention to support commercial decision-making.
3.	Financial and Invoicing Support	• Support the processing and reconciliation of invoices and receipts associated with advertising income, ensuring documentation is complete and payments are followed up. • Liaise with Internal Finance, Procurement and external partners to resolve discrepancies and maintain clear audit trails. • Support purchase order raising, basic budgeting updates and invoice queries where required.
4.	Meeting, Stakeholder & Documentation Support	• Organise and coordinate meetings (internal and external), prepare agendas, capture minutes and ensure actions are recorded, allocated and followed up. • Act as a day-to-day contact for routine stakeholder enquiries, escalating as appropriate and helping to influence

		outcomes where aligned to TfGM objectives. • Maintain clear, accessible records of advertising agreements, schedules, correspondence and contract documentation.
5.	Team & Administrative Support	• Provide general administrative support to the Revenue Performance Manager and Commercial team (email inbox monitoring, diary support, document formatting and filing). • Prioritise and manage own workload effectively to meet deadlines and respond to competing pressures. • Identify minor process improvements and support small projects or campaigns from initiation through to delivery under supervision.

Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Compliance with organisational policies and relevant legislation	• Data Protection legislation • TfGM Safety Management System • Bus Operator contractual management • Dignity at Work Policy; • Information assurance and security in line with Cabinet Office requirements; • Risk Management • Equality and Diversity legislation • TfGM Vision and Values • TfGM's Behaviours and Competencies
C2	Any other reasonable duties as required from time to time	• Undertake additional administrative or support duties as requested by the Revenue Performance Manager to ensure smooth team operations.

Key Interdependencies

Key Contacts	Internal contacts: Revenue Performance Manager; Commercial Relationships Team; Finance; Legal; Procurement; Facilities Management; Marketing/Digital where relevant. External contacts: Advertising partners, media agencies, franchise and transport operator contacts, suppliers.
Direct reports	none
Budgetary responsibility	
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

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Created By					
HR Verification					

Person Specification

	Post Title <i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience, Knowledge and Skills:
E1	Administrative experience in a commercial or operational environment.
E2	Experience supporting meetings, preparing documents and managing task follow-ups.
E3	Experience of financial or invoice processing and basic reconciliations.
E4	Experience maintaining accurate records and preparing performance reports.
E5	Ability to prioritise workload, meet deadlines and manage competing pressures.
E6	Experience of liaising with stakeholders and maintaining positive working relationships; comfortable influencing or motivating where required.
D	Desirable Experience:
D1	Familiarity with advertising, media or out-of-home advertising operations.
D2	Experience working in or alongside public sector organisations.
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	GCSEs (or equivalent) including English and Maths at grade C or above (or equivalent experience).
EQ2	Proficiency in Microsoft Office (Excel, Word, Outlook).
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Business administration qualification or equivalent experience.
EA	Essential Attributes:
EA1	Strong attention to detail and accuracy in data and documentation.
EA2	Excellent organisational and communication skills.
EA3	Team-oriented with a proactive attitude.
EA4	Ability to make decisions within the scope of responsibility and to escalate appropriately.
EA5	Flexible and able to adapt to changing priorities and deadlines.