

Role Profile

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| Role: | Customer Support Admin Officer |
| Directorate: | Customer |
| Salary Band: | 4 |
| Post reference: | CCS72 |
| Job Evaluation Date: | 12.07.2021 |
| Role statement of purpose: | To ensure the effective processing and administration of all Customer Service processes with high level of attention to deal and utilising various channels of communication and systems in accordance with TfGM's processes and procedures. This work to be undertaken in core operational hours, Monday-Friday on a flexible rota pattern. |
| Reports to: | Customer Support Team Leader |

| | 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> |
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| 1. | Manage and process all relevant customer administration activities relating to existing and future contact centre services. | <ul style="list-style-type: none"> • Process incoming simple and complex enquiries relating to travel, tickets and passes, applications, memberships, products and programmes. Including issuing, returns for more information and medical assessments; • Manage all applications to ensure they are accurately processed in line with policy and procedure using appropriate portals and all other customer systems channels of communication; • Process monthly application renewals and liaison with stakeholders e.g. Local Authorities on eligibility issues; • Assist in assessment preparation for disability ENCTP applications; • Responsible for managing the corporate sales process for the contact centre; • Process Pass Withdrawal Scheme payments in liaison with Finance received from Bus Operators; • Process corporate ticket sales and enquiries and liaise with key stakeholders in the process |



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| | | <p>including ticketing, finance and commercial;</p> <ul style="list-style-type: none"> • Process all TfGM/Metrolink/System One ticket refunds to customers; • Weekly distribution of paypoint codes to various stakeholders. |
| 2. | <p>Effective use of a variety of contact channels in handling customer and stakeholder admin enquiries, requests, applications and reports received to TfGM Contact Centre, via email and direct mail.</p> | <ul style="list-style-type: none"> • Utilising own knowledge and system-based resources to answer and resolve all TfGM’s CXP managed inboxes for incoming admin queries, requests and reports received in writing, including but not limited to travel, tickets and passes, applications, memberships and products. Utilising own knowledge and system based resources in answering enquiries; • Manage and process customer enquiries and applications via other application systems or portals, email, letter, and any other back office channels used by TfGM; • Draft and produce standard letter templates to be used relating to concessionary applications utilising advance functions of CMS, such as location services, report creator, and travel pass transaction usage; • Use the most effective and appropriate contact channel and systems available in responding to customers and stakeholders; • Ensure, where required, necessary checks completed for external communications to ensure a professional response; • Ensure compliance with the provisions of the Data Protection Act with respect to the handling of personal data held for TfGM passes and permits purposes; • Expert knowledge with regards SFTP Web Client system with ACT to obtain the monthly renewal report, for generation of sensitive data to be sent to the current contact/s for the appropriate local authority teams: LEA’s, sensory and Learning disability teams. |
| 3. | <p>Maintain an up to date understanding of TfGM’s policies, procedures and systems relating to travel, tickets and passes, applications, memberships products and schemes, in order to provide the customer</p> | <ul style="list-style-type: none"> • Ensure appropriate systems are updated, recording information and progress against specific applications and enquiries accurately; • Support the implementation and administration of Smart Ticketing processes; • Understand and keep up to date on existing and new Contact Centre service provision in line with |



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| | or stakeholder with an immediate response wherever possible | <p>set policy, procedure and legislation of the Department for Transport and the GMPTE Travel Concessions Schemes;</p> <ul style="list-style-type: none"> Storing and filing of personal data is in line with GDPR regulations. |
| 4. | Support all teams under the Customer Services directorate in relation to business and operational admin support | <ul style="list-style-type: none"> Assist in the production of business intelligence reports where required; Update CMS records with Tell Us Once Deceased Customer Data; Provide advice and guidance to Customer Relations in respect of any complaint investigations; Promote a culture of continuous improvement within the team including participation in organisational improvement initiatives, setting the example through your own involvement; Provide assistance during core hours Monday-Friday to the Contact Centre phone/enquiries team to support on any information required to answer customer enquiries; Carry out other duties which are consistent with the nature, responsibilities and grading of the post. |
| <p>Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i></p> | | <p>Key Actions These set out how the COs will be achieved – the activities required.</p> |
| C1 | Ensure you comply with all organisational policies and relevant legislation: | <ul style="list-style-type: none"> Data Protection legislation; TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities); Bus Operator contractual management; Department for Transport legislation; Dignity at Work policy; Information assurance and security in line with Cabinet Office requirements; TfGM policies and procedures; Equality and diversity legislation; TfGM Vision & Values; and Act in accordance with TfGM’s behaviours and competencies. |
| C2 | Any other reasonable duties as required. | |



Key Interdependencies

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| Key Contacts | Customer Operations Manager, Customer Support Team Leader Customer Service Officers, Customer Relations Officers, Smart Team |
| Direct reports | n/a |
| Budgetary responsibility | n/a |
| Location | TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG or Working from Home |

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| Office Use Only | Updated | Updated | Updated | Updated | Updated |
| Created | | | | | |
| By: Angela Dobbin June 2021 | | | | | |

| Customer Support Admin Officer <i>(Knowledge, skills and experience required at selection stage)</i> | |
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| E | Essential Experience: |
| E1 | Extensive experience of handling complex customer information in line with organisational timescales with the aptitude to research, interpret and analyse complex information to present advice in a clear and concise manner. |
| E2 | Experience in providing a first-class customer service in dealing with the public through verbal and written interaction including writing letters to a high standard paying particular high attention to detail. |
| E3 | Experience of liaising with internal colleagues and stakeholders to resolve issues. |
| E4 | Experience of working within an organisations policies and procedures. |
| E5 | Experienced user of Microsoft Office and Database/Portal systems. |
| E6 | Experience of managing fluctuating workloads whilst meeting performance targets and provide a proven track record of succeeding in a target driven environment. |
| E7 | An understanding of accessibility issues faced by customers and stakeholders (for example language, disabilities) and the ability to adopt appropriate communication methods to ensure a positive customer experience. |
| D | Desirable experience: |
| D1 | Experience in a combined contact centre environment, handling incoming enquiries on a range of issues. |
| D2 | Experience of using contact centre technology. |
| D3 | Understanding of the public transport industry. |
| D4 | Understanding of the environment in which TfGM operates, and its customers and stakeholders. |
| EQ | Essential Qualifications – Technical, Vocational or educational: |
| EQ1 | Educated to GCSE or level equivalent. |
| DQ | Desirable Qualifications – Technical, Vocational or educational: |
| DQ1 | A customer service qualification such as NVQ. |
| EA | Essential Attributes: |
| EA1 | Able to demonstrate a passion for customer service. |
| EA2 | Takes personal responsibility for resolving issues and actions arising, or for passing to appropriate person. |
| EA3 | Ability to work effectively as part of a team, contributing to team objectives and supporting colleagues to deliver an effective service. |
| EA4 | Proactive and solutions focused, highlights issues and suggests solutions. |
| EA5 | Flexible and happy to work in a rota pattern to cover operational hours between 9-5pm Monday-Friday. |