

Role:	Travelshop Assistant
Directorate:	Facilities Management
Salary Band:	Band 4
Post reference:	BR14
Job Evaluation Date:	19.12.2017
Role statement of purpose:	To be the first point of contact for all customer enquiries ensuring an excellent standard of customer service is provided during every customer interaction including the sale of products during the operation of the bus station and maintain presence to all users throughout operational hours
Reports to:	Duty Manager/Senior Duty Manager

	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.	Provided customer service	<ul style="list-style-type: none"> • Adopt a positive customer focused attitude in all interactions with customers ensuring that as a representative of TFGM you present a positive impression to all customers and stakeholders • To ensure a positive customer experience resulting in regular returning business. • Effective use of the available sales and communications channels in handling customer enquiries and researching alternatives when necessary. • To sell various travel tickets & a wide variety of additional products. • Qualified and certified to retail rail products through the ATOC STAR machine • Administer renewal of ENCTP passes and complete customer details changes • Support the implementation and administration of the smart ticketing process. • Encourage customers to move to the smart ticketing system

		<ul style="list-style-type: none"> • Develop and maintain a good understanding of technical and specialised data/information relating to all TFGM ticketing and Concessionary travel schemes supported where necessary by the customer support team This includes information such as <ul style="list-style-type: none"> - the eligibility criteria and procedures for issue of concessions including legislative criteria and the TFGM travel concessions scheme and a sound geographical knowledge of the Greater Manchester area - procedural information on all available products • Utilise system based resources in answering enquiries and suggest alternatives • Administer online, telephone etc. requests for tickets, and issue tickets as necessary including bulk despatches • Issue or assist with the issue of travel permits and membership cards • Provide detailed travel information and advice to customers • Provide general passenger support including dealing with complaints and escalation where necessary • Provide a complimentary customer service to the Customer Contact centre
2.	Maintained timetable, ticket and other publicity stocks	<ul style="list-style-type: none"> • Ensure ticket stocks are maintained, trigger points for re orders are identified and adequate stock levels are maintained • Accurate and up-to-date timetable information ordered, available and displayed • Ensure that all display racks contain current information, and that they are adequately stocked and tidy • Correctly post and check written information • Ensure all information is accurate and up-to-date with regard to service changes
3.	Managed effective administration	<ul style="list-style-type: none"> • Accurately complete waybill on a daily basis • Ensure that cash float is checked on a daily basis and an audit form is filled out on a monthly basis • Complete monthly box stock reports and send onto line manager undertaking checks on all stock to meet audit requirements • Reconcile daily transactions • Highlight any variations relating to tickets or cash and inform DM of any anomalies • Comply with all procedures included in the Travelshops Procedures Manual including being cash accountable.
4.	Managed the security of staff, public and premises	<ul style="list-style-type: none"> • Ensure all areas of Travelshop are secure • Ensure that the duty Supervisor includes the Travelshop in the daily infrastructure checks and requests any required repairs • Complete accident and incident reporting.

		<ul style="list-style-type: none"> • Understand role within the evacuation procedure • Carry out reactive cleaning within the Travelshop environment as required • Ensure accurate and timely provision of travel information in the customer access area.
5.	Managed cash transaction effectively	<ul style="list-style-type: none"> • Ensure that accurate and accessible records of all accounts, transactions and stock are maintained to meet audit requirements. • Ensure that tickets, permits, cash floats etc. are securely stored at all times • Follow appropriate security procedures at all times • Understand and adhere to procedures contained in the Travelshops Procedures manual • Understand and adhere to procedures contained in the Northern Rail Ticket Booking Office procedures • Timely record ticket sales and accurately complete waybill • Report any variances to line manager for investigation and resolution
6.	Maintained support to colleagues	<ul style="list-style-type: none"> • Work flexibly on a rota system across all hours that the travel shop operates • Undertake any other duties as required from time to time • Carry out administration duties to support and assist the operation of the bus station • Train new staff • Support and assist colleagues during any evacuation. • Report any suspicious activity within the confines of the station
7.	Managed customer and stakeholder focus	<ul style="list-style-type: none"> • Ensure that the impact on the customer is considered as the priority in all decision making. • Adopt a positive, customer focused attitude in all interactions with customers. Ensuring that as a representative of TfGM you present a positive impression to all customers. • Take personal responsibility for resolving customer and stakeholder issues where possible or pass to the appropriate colleague where necessary. • Demonstrate an understanding of TfGM's customers and stakeholders and their requirements and priorities, and handle queries and requests in accordance with these • Administer renewals of ENCTP passes • Understand TfGM's visions and values and how they relate to customer focus • Understand the customer comments/complaints procedure in the department • Be aware of the Department's Delivery Plan and role within it • Ensure Customer Service Standards are met • Meet the customer focussed competencies for the role

		<ul style="list-style-type: none"> • Provide feedback on customer comments to line manager
8.	Communication	<ul style="list-style-type: none"> • Be aware of the processes and arrangements for giving and receiving information • Contribute towards effective communication by providing feedback through surveys, team briefings etc.
9.	Goals and Priorities	<ul style="list-style-type: none"> • Be aware of and understand the requirements of the role profile • Be aware of the Department's goals and priorities • Have SMART objectives and understand how to achieve them, identifying problems and solutions to line manager • Provide 360 degree feedback to help others understand and address issues
10.	Working Patterns	<ul style="list-style-type: none"> • Work flexibly on a rota system across all hours that the Travelshops are open. Hours can vary by site.
<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 <i>These set out how the COs will be achieved – the activities required.</i></p>		
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities and SMS 347 Safe Operation of Bus Stations) • Travelshop Procedures Manual • Dignity at Work policy • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM's behaviours and competencies

Key Interdependencies

Key Contacts	<ul style="list-style-type: none"> • Senior Duty Manager • Duty Managers • Customer Contact Centre (CCC) • Finance Department • Bus Station Supervisor • Travelshop Staff at other locations • TfGM / GMTiL Passes & Permits • Paypoint • Patrol and Response Units • Local Bus Operators Management • Other TfGM Departments
Direct reports	None
Indirect reports	Bus Station Operational staff
Budgetary responsibility	None
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created by					
H Worgan	August 2012	Feb 2014 HH	Dec 2017 SC		

Person Specification

Travelshop Assistant <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Proven experience in a customer focused retail environment
E2	Experience of dealing with customers face to face or by telephone with the ability to relay information clearly and concisely, delivering excellent customer service in all interactions.
E3	Experience user of Microsoft office and database systems.
E4	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
E5	Knowledge of Health & Safety at Work and Environmental Protection Act
D	Desirable experience:
D1	Experience of working within the organisations' policies and procedures
D2	ATOC certificate
D3	Thorough knowledge of public transport
D4	Experience of handling difficult customer or stakeholder interactions and reaching a positive conclusion
D5	Geographical knowledge of the Greater Manchester Area A customer service qualification such as NVQ
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	English and Maths grades A-C GCSE or equivalent
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	A customer service qualification such as NVQ
EA	Essential Attributes:
EA1	Takes personal responsibility for resolving issues and actions arising or for passing to appropriate person
EA2	A clear understanding of TfGM's stated values and behaviours and the ability to apply those behaviours when working with and managing others.
EA3	Proactive and solutions focused, highlights issues and suggests solutions
EA4	A clear understanding of the statutory, policy and contractual requirements applicable to the post-holder's areas of operation. The ability to implement methods of monitoring compliance and to take appropriate action when non-compliance occurs.
EA5	The ability to identify the team's work priorities in the context of departmental or section priorities and the ability to support staff in the achievement of challenging objectives. A clear commitment to staff development.
EA6	An appreciation of the financial basis of the department's operations, coupled with an ability to propose realistic budgets to support operational priorities. The ability to use financial and budgetary information to track progress and to take appropriate action when variances arise.
EA7	The ability to work with, motivate and influence others, both within and outside of TfGM, in order to meet operational objectives. A clear focus on meeting the needs of customers and / or clients.

EA8	The ability to identify obstacles to individual and team performance and to agree actions to overcome those obstacles, involving others as appropriate.
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