

# Role Profile

<b>Role:</b>	<b>Bee Network Customer Service Assistant</b>
<b>Directorate:</b>	Facilities Management
<b>Salary Band:</b>	Band 4
<b>Post reference:</b>	BR100
<b>Job Evaluation Ref &amp; Date:</b>	24/07/2024
<b>Role statement of purpose:</b>	To provide face to face support to the frontline Bee Network customer experience and support the effective & efficient operation of Bee Network services.
<b>Reports to:</b>	Assistant Duty Manager

	<b>Key Role Outputs (KROs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>	<b>Key Actions</b> <i>These set out how the KROs will be achieved – the activities required.</i>
<b>1.</b>	Deliver high standard customer service	<ul style="list-style-type: none"> <li>• Provide high quality assistance to all customers.</li> <li>• Be a friendly and helpful point of contact for customers</li> <li>• Assist customers with journey planning.</li> <li>• Support the delivery of the Bee Network Lost Property system.</li> <li>• Use appropriate technology to assist customers.</li> <li>• Support the delivery of multi modal Bee Network services including active travel options.</li> <li>• Take and report customer complaints</li> </ul>
<b>2.</b>	Provide a Bee Network staff presence	<ul style="list-style-type: none"> <li>• Be a highly visible Bee Network presence wherever deployed</li> <li>• Supplement and support other operational Bee Network/TfGM colleagues when required</li> <li>• Work on the frontline in public areas.</li> </ul>
<b>3.</b>	Communicate with relevant stakeholders	<ul style="list-style-type: none"> <li>• Follow correct incident escalation procedures</li> </ul>

		<ul style="list-style-type: none"> <li>• Communicate with OCC, operational facilities, Customer team and other internal stakeholders</li> <li>• Communicate with external stakeholders including Bee Network operators, KAM, local authorities, GMP, TfGM contractors</li> </ul>
4.	Support Bee Network events	<ul style="list-style-type: none"> <li>• Provide a Bee Network staff presence at events, supporting the delivery of services.</li> <li>• Deliver information to customers including updates on disrupted services.</li> <li>• Play an active role in the delivery of event plans.</li> </ul>
5.	Assist with unplanned Bee Network service disruptions	<ul style="list-style-type: none"> <li>• Inform customers of any disruptions including providing service updates</li> <li>• Advise on alternative journey options including ticketing</li> <li>• Arrange for updated displayed information</li> </ul>
6.	Complete Bee Network observations and reports	<ul style="list-style-type: none"> <li>• Submit service breaches on the Dynamics app</li> <li>• Report driver behaviour issues</li> <li>• Report unsafe acts</li> </ul>
7.	Bee Network brand ambassador	<ul style="list-style-type: none"> <li>• Check and report on the accuracy of displayed information.</li> <li>• Advise customers on ticketing and journey options</li> <li>• Promote use of the Bee Network app</li> <li>• Promote the use of “Rate my journey”</li> <li>• Promote use of Bee Network electronic tickets</li> <li>• Promote the use of Bee Network services</li> </ul>
8.	Delivery of safe and secure Bee Network services	<ul style="list-style-type: none"> <li>• Work in partnership with Fac Op’s ASB team, TSEO’s, Travelsafe, GMP and other stakeholders, to minimise the levels and impact of ASB on Bee Network services and facilities.</li> <li>• Report ASB</li> <li>• Report any spillages</li> <li>• Report any suspicious packages and/or activities</li> <li>• Check sites are safe in line with TfGM security standards</li> <li>• Apply HOT &amp; WHAT protocols</li> </ul>

**Compulsory Outputs (COs)**  
*these set out what must be achieved for the post holder to be successful in the role*

**Key Actions**  
*These set out how the COs will be achieved – the activities required.*

<b>C1</b>	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> <li>• TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities and SMS 347, Safe Operation of Bus Stations)</li> <li>• Bus Operator contractual management</li> <li>• Dignity at Work policy;</li> <li>• Information assurance and security in line with Cabinet Office requirements;</li> <li>• Risk management</li> <li>• TfGM policies and procedures</li> <li>• Equality and diversity legislation</li> <li>• TfGM Vision &amp; Values</li> </ul>
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<b>Key Interdependencies</b>	
<b>Key Contacts</b>	<ul style="list-style-type: none"> <li>• Facilities Operations Duty Managers</li> <li>• OCC</li> <li>• Customer Team</li> <li>• Bee Network Bus Operators Management</li> <li>• Other TfGM Departments</li> </ul>
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Indirect reports</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Budgetary responsibility</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Location</b>	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

<b>Office Use Only</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>
Created					
<b>By: July2024 S Connell</b>					

<b>Bus Station Staff (Knowledge, skills and experience required at selection stage)</b>	
<b>E</b>	<b>Essential Experience:</b>
E1	Proven experience in a customer focused environment
E2	Proven experience of working with internal and external stakeholders
E3	Proven experience in producing accurate reports and records of events and occurrences.
E4	Proven experience in effective communication to a variety of audiences
<b>D</b>	<b>Desirable experience:</b>
D1	Proven problem solving ability
D2	Proven knowledge and experience of bus operations
D3	Proven knowledge and experience of public transport

D4	Geographical knowledge of the Greater Manchester Area and the Bee Network.
D5	Experience of using Microsoft Dynamics software.
<b>EQ</b>	<b>Essential Qualifications – Technical, Vocational or educational:</b>
EQ1	Good standard of English and Maths GCSE Level or above.
EQ2	Experienced in using Microsoft packages and mobile devices.
<b>DQ</b>	<b>Desirable Qualifications – Technical, Vocational or educational:</b>
DQ1	Level 3 Maths and English (GCSE A Level)
DQ2	Recognised Customer Service qualification
DQ3	First Aid
<b>EA</b>	<b>Essential Attributes:</b>
EA1	A clear understanding of TfGM’s stated values and behaviours and the ability to apply those behaviours when working with and managing others.
EA2	A clear understanding of the statutory, policy and contractual requirements applicable to the postholder’s areas of operation. The ability to implement methods of monitoring compliance and to take appropriate action when non-compliance occurs.
EA3	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.
EA4	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.
EA5	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.
EA6	The ability to identify obstacles to individual and team performance and to agree actions to overcome those obstacles, involving others as appropriate.