

## Role Profile

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| <b>Role:</b>                      | <b>Utility Officer</b>                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Directorate:</b>               | Facilities Management                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Salary Band:</b>               | Band 5                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Post reference:</b>            | BR15                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Job Evaluation Date:</b>       | 19.12.2017                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Role statement of purpose:</b> | As and when required cover the three key job roles on Bus Stations As Supervisor Manage all aspects of bus station operations including health and safety Travelshop Assistant selling tickets and acting as a local area ambassador for TfGM. To co-ordinate all aspects of operation of the bus station under the instructions of the Duty Manager and maintain presence to all users throughout operational hours |
| <b>Reports to:</b>                | Duty Manager/Senior Duty Manager                                                                                                                                                                                                                                                                                                                                                                                     |

|           | <b>Key Role Outputs(KROs)</b><br><i>these set out what must be achieved for the post holder to be successful in the role</i> | <b>Key Actions</b><br><i>These set out how the KROs will be achieved – the activities required.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>1.</b> | Managed the security of staff, public and premises                                                                           | <ul style="list-style-type: none"> <li>• Ensure all Travelshop procedures and cash, stock and premises are secured as per the site locking up procedure</li> <li>• Use CCTV and any other surveillance equipment, including body cams, according to the Code of Practice</li> <li>• Where possible investigate and resolve accidents, assaults, complaints and other incidents</li> <li>• Report all incidents of anti-social behaviour in line with reporting procedures</li> <li>• Provide a high visibility presence on bus stations</li> <li>• Manage potential conflict situations and Anti-Social behaviour keeping in mind the safety and welfare of staff, customers and contractors</li> <li>• Maintain records of persistent nuisance offenders on the bus station, identify trends and patterns and, where appropriate, put forward case evidence to the Duty Manager and crime reduction team for exclusions.</li> <li>• Manage security teams when on site to ensure maximum efficiency when dealing with incidents complying with TfGM's policies and procedures</li> <li>• Proficient in conflict avoidance</li> <li>• Develop and maintain relationships with local town</li> </ul> |

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|    |                                                       | <p>centre management teams and police including representing TfGM at local meetings in the absence of the Duty Manager</p> <ul style="list-style-type: none"> <li>• Understand how the Data Protection Act how it impacts the bus station</li> <li>• Responsible for other staff/colleagues in the absence of the Duty Manager</li> <li>• Stand allocation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2. | Manage the health and safety of all bus station users | <ul style="list-style-type: none"> <li>• Ensure all cleaning chemicals used are COSHH compliant</li> <li>• Understand the TfGM Safety Management System and comply with responsibilities for the role</li> <li>• Complete reports on accidents and near misses in line with procedures</li> <li>• Carry out Infrastructure site checks on a daily basis, reporting defects and making interim arrangements where necessary including carrying out visual risk assessments and instigating emergency repairs</li> <li>• Maintain and update site specific health and safety records ensuring correct information is recorded on premises, including recording of environmental waste, water temps, annual services, maintenance and contractors attending site.</li> <li>• Report all occurrences of non-compliance to the local duty manager and complete all necessary reports</li> <li>• Update records of incidents, accidents and anti- social activity. Ensure that all records are up to date and comply with any legislative requirements.</li> <li>• Carry out the Point of Work Permit procedure</li> <li>• Give a site induction to all visitors, including inductions that are tailored to individual needs e.g. disabled access requirements</li> <li>• Manage and monitor all on site visitors and contractors taking necessary action to prevent any unsafe practices</li> <li>• Oversee completion of maintenance and repairs and agree (where able to) on behalf of Facilities that required standards are met</li> <li>• Carry out reactive cleaning as required</li> <li>• Complete log book entries throughout each duty</li> <li>• Trained in basic First Aid and the use of emergency defibrillator equipment</li> <li>• First responder to emergency situations on the bus station</li> <li>• Oversee and record daily and weekly tests of essential facility systems including fire and security, test emergency lighting to comply with health and safety</li> </ul> |

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|    |                                             | <p>standards, obtain site meter readings</p> <ul style="list-style-type: none"> <li>• Trained to neutralize and dispose of hazardous waste</li> <li>• Record and report all instances of environmental contamination</li> <li>• Manage staff to ensure environmental contamination is dealt with correctly using spill kits, enlist the assistance of other relevant departments and agencies if needed to prevent environmental contamination</li> <li>• Implement emergency procedures in case of facility evacuation, manage and co-ordinate all station staff, informing operators, relevant departments and TfGM's social media of any associated stand closures and diversions</li> <li>• Ensure that speed monitoring is undertaken at the required frequency and be responsible for uploading footage of any breaches onto the ShareFile system. <ul style="list-style-type: none"> <li>▪ Ensure that any footage uploaded onto the ShareFile system is correctly named and that all footage is fit for purpose</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                      |
| 3. | Coordination and regulation of bus services | <ul style="list-style-type: none"> <li>▪ General passenger support including dealing with complaints</li> <li>• Plan and communicate bus diversions that become necessary due to road works or special events including emergency or short notice works</li> <li>• Produce clear and concise information notices using standardised guidelines to be displayed for public information purposes, ensure information is cascaded to other stakeholders including TfGM's social media update teams. Liaise with the Mobile Co-Ordinator to ensure timely posting of the information on bus stops and affected areas</li> <li>• Provide daily reports on commercial and tendered bus services (minimum of 1 hour per duty) including ad-hoc reporting as and when necessary, liaising with service planning officers regarding ongoing service issues</li> <li>• Where possible arrange alternative cover with operators / service planning for pre-notified failures of tendered journeys by putting in place actions to resolve the problem</li> <li>• Manage driver safety standards and behaviour and liaise with depot management teams to obtain resolution to any issues</li> <li>• Submit reports for driver safety standard breaches when necessary</li> <li>• Understand the process of stand allocation and black</li> </ul> |

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|    |                                                | <p>book updates and support the local duty manager in ensuring that all departures comply with TfGM's Stand Allocation guidelines. This includes working with the local Duty Manager and bus operators to remove/retime any historic non-compliant departures</p> <ul style="list-style-type: none"> <li>• Conduct surveys of activity on the bus station as required.</li> <li>• Close stands, carriageways or the bus station in ad hoc in cases of vehicle break downs, vehicle recovery, blockages caused by emergency vehicles etc. Instruct available station staff and operators with the relocation of services and passengers, providing regular updates to passengers, operators and TfGM communication contacts</li> <li>▪ Where facilities have adjoining Metrolink provision, monitor these facilities providing assistance and information as required and reporting to the relevant department</li> </ul>                                                                                                                                                                                                              |
| 4. | High level of customer service on bus stations | <ul style="list-style-type: none"> <li>• Ensure that all service information on bus stations is correct and timely, in instances where information may be incorrect provide alternative information until the correct information can be displayed</li> <li>• Ensure Travelshop customers receive the best travel ticket for their needs</li> <li>• Be available to provide travel information to all customers as they require it</li> <li>• Ensure station is cleaned to the agreed standards at all times</li> <li>• Understand the Customer Service Standards and ensure that behaviour complies with standards</li> <li>• Understand the customer comments/complaints procedure and deal with them in accordance with this</li> <li>• Ability to find resolutions when dealing directly and face to face with customer comments/complaints, using agreed organisational standards</li> <li>• Contact bus operators in relation to passenger concerns regarding service failures, in order to provide immediate face to face customer feedback</li> <li>• Inform Line manager of any barriers to good customer service</li> </ul> |
| 5. | Effective service delivery teams               | <ul style="list-style-type: none"> <li>• Undertake any other duties as required from time to time, ensuring that you perform each of the three bus station roles to the best of your ability</li> <li>• Assist and train existing and new team members in relation to procedures and standards</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|    |                                                         | <ul style="list-style-type: none"> <li>• Assist and train any work placements (these may include working with people with some form of disability), and monitor and report to manager on process</li> <li>• Supervise work of other bus station staff and work together to ensure it is carried out to required standards</li> <li>• Monitor and report poor performance issues of other staff to line manager</li> <li>• Assist with co-ordination of crowd control and passenger movement during special events and major station improvements</li> </ul>                                                                                                                                                                    |
| 6. | Effective communication                                 | <ul style="list-style-type: none"> <li>• Be aware of the processes and arrangements for giving and receiving information</li> <li>• Contribute towards effective communication by contributing and providing feedback through surveys, team briefings and one to ones</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7. | Achievement of Goals and Priorities                     | <ul style="list-style-type: none"> <li>• Be aware of the Department's Delivery Plan and role within it</li> <li>• Be aware of and understand the requirements of the role profile</li> <li>• Be aware of the Department's goals and priorities</li> <li>• Have SMART objectives and understand how to achieve them, identifying problems and Be aware of the processes and arrangements for giving and receiving information</li> <li>• Contribute towards effective communication by contributing and providing feedback through surveys, team briefings etc</li> <li>• Have a clear understanding of the importance of continuous development</li> <li>• Complete compulsory eLearning modules in a timely manner</li> </ul> |
| 8. | Maintain extreme vigilance of any suspicious activities | <ul style="list-style-type: none"> <li>• Oversee regular staff patrols of the facilities making observations for anything unusual or suspicious including left luggage, unusual items in waste bins etc</li> <li>• Assess all unauthorised vehicles entering and parking at the facilities</li> <li>• Challenge unauthorised persons entering or attempting to gain access to staff/restricted areas without permission</li> <li>• Report any suspicious activities to the Police, terrorist hotline and duty manager</li> <li>• Monitor CCTV systems and burn specific incidents to disc for Police when requested</li> </ul>                                                                                                 |

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| 9.                                                                                                                             | Enact contingency procedures for severe service and /or weather disruption   | <ul style="list-style-type: none"> <li>• Monitor severe weather updates to prepare the station for bad weather</li> <li>• Regular updates to severe weather contacts on the state of services and facilities</li> <li>• Regularly check site for weather damage. During periods of snow or ice, make safe walkways and crossing points using gritting methods currently in place</li> <li>• Report and record local authority gritting activity and depleting station stock levels to the facilities department and line manager</li> </ul>      |
| <b>Compulsory Outputs (COs)</b><br><i>these set out what must be achieved for the post holder to be successful in the role</i> |                                                                              | <b>Key Actions</b><br><i>These set out how the COs will be achieved – the activities required.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| C1                                                                                                                             | 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)</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> <li>• Act in accordance with TfGM's behaviours and competencies</li> </ul> |
| C2                                                                                                                             | Any other reasonable duties/roles as required                                | Bus Station Supervisor<br>Travelshop Assistant<br>Bus Station Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Key Interdependencies

|                                 |                                                                                            |
|---------------------------------|--------------------------------------------------------------------------------------------|
| <b>Key Contacts</b>             | Bus station team members<br>Bus & Rail Directorate<br>Bus Operators<br>Information Systems |
| <b>Direct reports</b>           | None                                                                                       |
| <b>Budgetary responsibility</b> | None                                                                                       |
| <b>Location</b>                 | TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG                                   |

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| <b>Office Use Only</b>   | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> | <b>Updated</b> |
| Created by               |                |                |                |                |                |
| Trevor Howley<br>22/2/18 | 22/2/18        |                |                |                |                |

|           | <b>Utility Officer</b><br><i>(Knowledge, skills and experience required at selection stage)</i>                                                                                                                                          |
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| <b>E</b>  | <b>Essential Experience:</b>                                                                                                                                                                                                             |
| E1        | Proven experience in a Retail environment                                                                                                                                                                                                |
| E2        | Proven experience of Cash handling and till/waybill reconciliation                                                                                                                                                                       |
| E3        | Knowledge of Health & Safety at Work and Environmental Protection Act                                                                                                                                                                    |
| E4        | Experience in a supervisory role                                                                                                                                                                                                         |
| E5        | Experience of and ability to write concise and accurate reports                                                                                                                                                                          |
| E6        | Experience of effectively communicating with a wide variety of groups                                                                                                                                                                    |
| E7        | Experience in the use of Microsoft office (Word / Excel /Power point)                                                                                                                                                                    |
| <b>D</b>  | <b>Desirable experience:</b>                                                                                                                                                                                                             |
| D1        | Proven supervisory experience                                                                                                                                                                                                            |
| D2        | Proven knowledge and experience of bus operations                                                                                                                                                                                        |
| D3        | Proven knowledge and experience of public transport                                                                                                                                                                                      |
| D4        | Geographical knowledge of the Greater Manchester Area                                                                                                                                                                                    |
| D5        | Knowledge of COSHH                                                                                                                                                                                                                       |
| <b>EQ</b> | <b>Essential Qualifications – Technical, Vocational or educational:</b>                                                                                                                                                                  |
| EQ1       | Good standard of English and Maths                                                                                                                                                                                                       |
| EQ2       | IT literate                                                                                                                                                                                                                              |
| <b>DQ</b> | <b>Desirable Qualifications – Technical, Vocational or educational:</b>                                                                                                                                                                  |
| DQ1       | Level 3 Maths and English (GCSE A Level)                                                                                                                                                                                                 |
| DQ2       | ILT qualification                                                                                                                                                                                                                        |
| DQ3       | First Aid                                                                                                                                                                                                                                |
| <b>EA</b> | <b>Essential Attributes:</b>                                                                                                                                                                                                             |
| EA1       | The Ability to work alone or within a team, to motivate and influence others in order to meet operational objectives, while identifying obstacles to individual and team performance and where necessary reporting these to your manager |
| EA2       | The ability to understand and work within the legislative constraints of a public body                                                                                                                                                   |
| EA3       | The ability to identify the team's work priorities in the context of departmental or section priorities and the ability to support other team members in the achievement of challenging objectives.                                      |
| EA4       | TfGM have a clear set of Values, all candidates must have the ability to apply those values when working with and Supervising others.                                                                                                    |
| EA5       | A commitment to continuous development, both on a personal level and that of a team.                                                                                                                                                     |
| EA6       | The ability to identify obstacles to individual and team performance and to agree actions to overcome those obstacles, involving others as appropriate.                                                                                  |
| EA7       | The ability to Supervise others, monitor and report where necessary to your manager any instances of poor performance                                                                                                                    |
| EA8       | The ability to carry out the roles of Supervisor, Travelshop Assistant and bus station Assistant to a consistently high standard.                                                                                                        |
| EA9       | The ability to accurately manage cash transactions and reconcile an end of day waybill                                                                                                                                                   |
| EA10      | Prepared to assist others to manage fluctuations in workload                                                                                                                                                                             |