

Role: Ticketing & Retail Systems Incident Manager

Directorate: Customer

Salary Band: 8

Post reference: TK34

Job Evaluation Date: 16/11/2022

Role statement of purpose: Responsible for managing the end-to-end Ticketing Incident Management capability (people, process & technology), in agreement with relevant business owners. Manage liaison between internal and supplier support teams to monitor and resolve in a timely manner.

Responsible for reporting, to facilitate effective operational management & continuous improvement across all Retail, Ticketing and Payment services

Reports to: Ticketing Operations 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.	Incident & Problem Management: Customer and User Facing Ticketing and Retail Services are effectively restored in a timely and risk-free manner.	• Deep understanding of the user and customer impact of incidents and problems related to Ticketing and Retail services • Owns the end-to-end resolution of Incidents diagnosing and prioritising issues, collaborates with IS Service Management and leads the multi-disciplinary internal and external teams to a restoration of services and ensure appropriate communications to the customer • Focussed on the user and customer; calm under pressure whilst managing resolutions to high-profile incidents. Effective with constantly changing workloads. • Identifies, owns and manages service problems ensuring that effective workarounds and remedies are in place that minimise disruption to customers

		and that service suppliers are focussed on resolutions. • Assesses and manages risk associated to service incidents and resolutions. • Working with Product Owner, Scheme Leads and TfGM IS Service Management to analyse issues, uses initiative and problem-solving skills to ensure that service disruption is minimised. • Analyses Incident Patterns and raises Problem records. Leads or executes the work to mitigated and/or resolve Problems where defined in the Service Design or directed by Senior Management. • Takes direct ownership of internal and supplier incident reporting processes ensuring they are effective. • Develops new processes that ensure proactive management of incidents. Leads stakeholder communications including senior management and end users in relation to Ticketing service incidents and problems.
2.	Service and system improvements and incident resolutions are deployed minimising risk and disruption	• Working with Ticketing Delivery Lead and Delivery Managers and TfGM IS Change Management to ensure the successful deployment of system releases with minimal impact to the customer. • Ensures that deployment risks are minimised including through effective testing.
3.	Stakeholders are informed regarding the status of the ticketing and retail service.	• Ensures that Customer Service teams are informed as to the status of ticketing and retail services and can support customers in the event any service disruption. • Ensure internal teams are kept informed so appropriate communications to the customer through the chosen channels. • Develops new processes that provide efficient insight into the status of complex ticketing and payment services and systems for colleagues to use. • Uses broad technical knowledge of Ticketing, Payment and Retail systems to inform decision making on service incidents and problems ensuring that the service to the customer is prioritised.

		• Manages Elicits reporting and insight requirements from senior stakeholders and develops suite of comprehensive reports on ticketing service status. • relationships with Ticketing and Retail stakeholder in relation to service incidents. • Play a key role in service reporting processes and forums with service suppliers, supporting TfGM IS Service Management. • Produces, circulates and presents reports to Senior stakeholders, to understand and improve service and process performances.
4.	TfGM's Ticketing and Retail services continue to provide access to transport service including in the event of major issues.	• Owns Business Continuity for Ticketing and Retail developing, maintaining and testing robust processes and plans with suppliers and internal and external stakeholders, including IS Operations. • Ensures that Ticketing and Retail business continuity plans are aligned with and a component of TfGM's corporate Business Continuity plans. • Leads the definition of Business Continuity needs and requirements for new services and systems, including as a component of complex procurement processes. • Owns Disaster Recovery processes for Ticketing and Retail systems with responsibility for ensuring that service restoration and data loss is minimised in the event of a significant loss of services. • Ensuring that the ticketing assets and configuration items are up to date and protected against incidents including security vulnerabilities.
5.	The management of Ticketing and Retail services continually improves.	• Continually looks to improve incident monitoring and management for a complex portfolio of integrated systems, ensuring buy-in from stakeholders. • Develop and aligns best practice with TfGM IS Service Management • Collaborates and uses influencing skills with 3rd parties to continually ensure the efficient and effective management, prevention and monitoring of incidents and problems, leading to improvements in processes. • Work closely with IS Operations to establish preventative measures to avoid service incidents. • Actively seeks ways to leverage tools to improve processes.

		Has a deep understanding of Ticketing and how to support the end user and customer community. Leads initiatives to analyse & implement improvement opportunities.
6.	Services Performance agreed with Service owners and positively improve customer satisfaction levels.	Supports ticketing and customer operations colleagues to define & document operational requirements, issues & risks. Leads the creation of recommendations for continuous process improvement.
7.	Establish & develop strong relationships with internal & external stakeholders, to achieve mutually beneficial outcomes.	- Identifies & manages key internal & external stakeholders and relationships to deliver mutually beneficial outcomes. - Working closely with TfGM IS Operations, manages and improves relationships & service performance with external Service Providers.
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	Ensure you comply with all applicable organisational legislation and policy:	- TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) - PCI DSS standards, policies and procedures - Dignity at Work policy; - Information assurance and security in line with Cabinet Office requirements - Risk management - TfGM policies and procedures - Equality and diversity legislation - TfGM Vision & Values - Act in accordance with TfGM's behaviours and competencies - IS, and Ticketing and Payments Operations policies and procedures - IS Security Policies and Procedures
C2	Any other reasonable duties as required	The post holder is representative of the Ticketing team and is expected to: - Conduct themselves in a professional manner and with due courtesy at all times adhering to the organisation's values and behaviours standards. - Be flexible within the workplace and adapt to meet the requirements of service, specifically within this role, occasionally being required to work outside core hours (e.g. evenings, weekends and overnight).

		Be flexible to support occasional out of hours working to support deployments and major incidents as required
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Key Interdependencies

Key Contacts	- Partners and suppliers - People within the Ticketing function - People within Customer facing functions across all modes - People within the IS Department - Product Owners and “Heads of” across the business				
Direct reports	No direct reports				
Budgetary responsibility	None				
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created: 11/09/2022					
By: Paula Titterington	Catherine Reed Sept 2026				

Person Specification

	ROLE: Ticketing Systems Incident Manager	<i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:	
E1	Substantial experience of managing live service of a number of customer facing systems, provided by both suppliers and internal development teams.	
E2	Substantial experience of managing systems where integration of the systems is the responsibility of the business.	
E3	Substantial experience delivering an exceptional level of customer service to internal and external stakeholders.	
E4	Substantial experience of business relationship management, skilled at managing stakeholders at all levels across the business and externally.	
E5	Substantial experience of operational risk assessment and risk management.	
E6	Substantial experience of creating processes and approaches and influencing effective service analysis.	
E7	Substantial experience of working at a senior level managing systems and processes to ensure service delivery.	
E8	Extensive operational experience and commercial knowledge in managing service delivery with external stakeholders.	
E9	Deep ITIL management experience and adherence to ITIL principles and approaches to drive value for businesses.	
E10	Experience of strategic supplier and performance management processes.	
EQ	Essential Qualifications – Technical, Vocational or educational:	
EQ1	Degree level or equivalent qualification or work experience	
EQ2	ITIL Practitioner or relevant work experience	
DQ	Desirable Qualifications – Technical, Vocational or educational:	
DQ1	A degree or equivalent industry experience	
DQ2	Certifications in ITSM, experience working in an ISO20000 environment or the equivalent	
DQ3	Agile / Scrum certified	
EA	Essential Attributes:	
EA1	DELIVER - Guides actions ensuring commitments are met and outcomes achieved.	
EA2	ADAPT - Encourages flexibility and responsiveness to changing needs.	
EA3	CARE - Promotes supportive, considerate behaviours aligned with culture.	