

ROLE DESCRIPTION

Job Title	Customer Service Officer (Hubs)
Salary Band	16-19
Reporting to	Team Leaders (Hubs)
Directorate	Place
Service Area and sub area	Bus
Political Restriction	No

1. Primary Purpose of the Post
<p>To deliver high quality Customer Services in all Hub facilities (Bus Stations and Travel Centres). This role is one of high visibility foot patrol in bus stations ensuring that services are efficiently and safely delivered to passengers and bus operators along with duties in the Travel Centre.</p>
2. Your responsibilities
<p><u>Satisfied Customers</u></p> <ul style="list-style-type: none"> • Putting the internal and external customer at the heart of everything you do; • Providing excellent customer and information services. • Anticipating and exceeding customer needs and expectations and assisting them wherever and whenever required. • Adapting your approach to the individual and different needs of each customer. • Promoting customer feedback. • Responding professionally and effectively to various customer demands including conflict situations and customer expectation. • Maintaining a high-profile service at all times, including during normal operations, special events and wider emergency and business continuity. • Compliance to Customer Charter and Customer Service Standards. <p><u>Being part of a high performing team</u></p> <ul style="list-style-type: none"> • Having a 'can do' approach and display of appropriate behaviours. • Delivering tasks to required standards and deadlines. • Be able to work on your own initiative and have a determination to deliver. • Be able to work well within a team. • Commitment to personal development and performance. • Working within established policies, procedures and processes to support a standardised approach.



Resources are used efficiently and effectively

- Work prioritisation.
- Time Management.
- Full compliance to Governance/Audit Standards.

Safe services and workplace

- Understanding and meeting Health, Safety and Wellbeing duties and responsibilities;
- Commitment to enhancing personal development and performance in all safety matters.
- Application of all operational policies, procedures and processes in relation to emergency evacuation, fire safety and business continuity.
- Application of all operational policies, procedures and processes in relation to Health, Safety and Wellbeing, including accident and incident management and risk.
- Understanding and delivering the activities detailed within the Merseytravel Safety Management System.

Continuous improvement of services

- Involvement in the planning of service area development, monitoring and review.
- Applying all operational and operating policies procedures and protocols to required standard and assist in their development and review.
- Being self-motivated, responsive and flexible in the delivery of allocated schedules and work areas

Services and workplace are open and accessible to all members of the community

- Knowledge and application of equality legislation.
- Promoting equality and diversity through service delivery.
- Adapting your approach to meet the needs of different customers.
- Valuing and respecting Diversity

Contributing to a sustainable environment

- Awareness and application of all environmental management issues and practices;
- Responding effectively to innovation and change;
- Activities reflect Merseytravel vision, strategic themes and values

3. General Corporate Responsibilities

- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

4. Recruitment Plan



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Assessment
Competency Based Interview

PERSON SPECIFICATION

Job Title: Customer Service Officer (Hubs)

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
NVQ Level 2 Customer Service or equivalent.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience in customer focussed operational environment	E	A, I
Strong customer focus, putting customers at the heart of everything we do	E	A, I
Competent & proficient in all current IT systems and applications including Microsoft Office Suite.	E	A, T, I
Experience and understanding of Health & Safety	E	A, T, I
Commitment to learning and self-development	E	A
Experience of cash handling and/or ticket sales.	E	A, T, I
Experience of working to corporate governance/ compliance policies/procedures.	E	A

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent standard of numeracy and literacy	E	A, T
Excellent communication and interpersonal skills	E	A, T, I
Excellent standard of personal presentation.	E	A, I
Awareness of equality & valuing diversity.	E	A, I
Environmental awareness	E	A, T, I
Able to work on own and as a team.	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Able to work on own and as a team.	E	A, I
Flexible approach to work schedule and environment to maintain service delivery.	E	A, I



Commitment to Merseytravel's vision, values and behaviours.	E	A, I
Willing to embrace change	E	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment