

ROLE DESCRIPTION

Job Title	Ticketing Delivery Officer
Salary Band	SCP 24-26
Reporting to	Ticketing Operations Lead
Directorate	Place
Service Area and sub area	Customer Services
Team	Ticketing
Political Restriction	No

1. Primary Purpose of the Post

To ensure the efficient and effective co-ordination of retail ticketing; supporting on the delivery of the organisations smart ticketing programme in line with the overarching principles of the scheme; simplicity, convenience, accessibility and affordability.

Embracing new technology to offer modern digital ticketing solutions to encourage fare paying passengers on the transport network.

2. Your responsibilities

Satisfied Customers

- Putting the customer of the LCR first, internal and external customer satisfaction
- Anticipating and exceeding customer needs through provision and development of specific, accurate and relevant information services and systems;
- Understand the diverse needs of the internal and external customers and provide a quality service;
- Adapting your approach to the different needs of the internal and external customers;
- Communicating effectively with all internal and external stakeholders to assist with the smart ticketing delivery
- Ensuring customer service standards and targets are met for the department, such as response times in answering customer
- Feedback and monitoring of systems which measure customer satisfaction in key areas, such as accessibility of product and services and ease of use.
- Prompt reconciliation of payments through the MetroSmart portal
- Liaising with ICT colleagues and key suppliers for prompt investigation and resolution of any associated technical issues identified in relation to MetroSmart, Fulfilment arrangements or outages of retail channels to minimise customer impact



Compliant Contracts offering value for money

- Contract Monitoring to ensure suppliers, contractors and strategic partners adhere to service quality and service output requirements.
- Relationship management, externally and internally
- Ensuring the LCRCA obtains Best Value.
- Assisting with procurement of services or goods in line with corporate procedures, policies and governance.
- Ensure appropriate SLA's are adhered to (MEL and other stakeholders)
- Efficient and action focused bulk smart card production for stakeholders
- Management and co-ordination of paper and smart ticket stock management for Merseytravel and Paypoint outlets

A high performing and productive team

- Continuously developing individual knowledge, competencies and capabilities in relation to Merseytravel's ticketing suite and ITSO standards
- Having a 'can do' approach and continually displaying appropriate behaviours and corporate values
- Be passionate, enthusiastic and self-motivated with the ability to work on own initiative with a determination to deliver;
- Be able to work well within a team to support team task completion for action focused delivery to often tight deadlines
- Produce simple to use staff guidance, deliver training to support a consistent approach across Customer Delivery operational areas.

Safe / Compliant workplace

- Understanding and meeting Health and Safety duties and responsibilities.
- Ensure compliance with PCI DSS, GDPR and Data Protection Regulations in all activities undertaken
- Protect the security of customer personal data
- Co-Ordination of and participation in robust user testing of systems and websites to ensure acceptable performance and positive customer experience prior to product delivery
- Develop Project Risk Registers, identifying level of risk and mitigations, support in the production of project plans with key milestones, manage project documentation and customer communications

Continuous Improvement of Services

- Continuous improvement and ongoing development of individuals and teams, reviewing progress, formulating lessons learned, listening and capturing customer feedback as part of this process
- Continually keeping abreast of smart ticketing technology and advances in technology, putting forward ideas to enhance the customer experience
- Producing a range of statistical data and performance dashboards, monitoring sales and usage and providing ad hoc reporting
- ICT systems innovation to support the development of improved services and service delivery.



- Undertaking continuous review of work activities undertaken ensuring they remain fit for purpose and continue to meet customer needs.
- Challenging the status quo.
- Sharing good practice and knowledge
- Demonstrating a flexible approach to working duties to match the demands of the business and meet critical deadlines

Resources used effectively to deliver

- Appropriate deployment and ongoing management of associated equipment to improve service delivery.
- Ensuring Quality Management Standards in line with ISO 9001 are continually worked towards.
- Continually review processes and procedures to maximise efficiency embracing digitalisation of services and through automation
- Effective project planning; formulating project delivery plans, presenting the plans to key stakeholders
- Monitoring progress to key milestones and managing resources to effectively deliver tasks to deadline

Innovative Products and Ways of Working

- Demonstrating innovative thinking, in the context of how processes, systems and procedures can be improved and streamlined
- Supporting the development of new ideas and approaches in terms of how services can be delivered focusing on self serve options for the customer
- Demonstrating good use of critical reasoning and analytical ability to resolve complex situations or technical issues.
- Demonstrating an understanding of Smart Ticketing and overarching strategy to guide activity delivery and support service
- Commercial awareness to support service area development.

3. General Corporate Responsibilities

- Strong customer focus, putting customers at the heart of everything we do.
- Self-motivated with a commitment to learning and personal development
- Able to work on own initiative and as a part of a project delivery team
- Flexible approach to work schedule to maintain service delivery and achieve project milestones to deadline
- Willing to embrace change and lead others through change
- Commitment to the LCRCA's vision, values and behaviour
- Demonstrating an appropriate level of knowledge of equality legislation and an appreciation of how it affects the operations.
- Consider social inclusion and social value in all aspects of project development and service delivery



- Developing and sustaining a workplace that values diversity and dealing appropriately with breaches of Dignity at Work, and the Corporately agreed policies and standards

4. Recruitment Plan

Competency Based Interview

PERSON SPECIFICATION

Job Title: Ticketing Delivery Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
NVQ in Customer Care or relevant experience in customer service or a similar role	E	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Competent & proficient in all current IT systems and applications including Microsoft Office Suite.	E	A
Working knowledge of GDPR and UK Data Protection Regulations, Freedom of Information, PCI DSS, and ITSO Scheme rules	D	A / I
Experience of working within a commercial or customer focussed service driven environment.	E	A / I
Previous experience in retail ticketing and smart ticketing	D	A / I
Experience of supporting project delivery in a fast-paced environment	E	A / I
Experience in using a range of systems to diagnose, investigate, and resolve customer issues, ensuring thorough follow-through and complete resolution.	E	A/I



Skills and abilities	E = Essential D = Desirable	Identified By
Ability to plan, prioritise, review progress and make decisions	E	A / I
A keen eye for detail and analytical ability	E	A / I
Ability to identify and manage risk in terms of project delivery	E	A / I
Ability to liaise effectively with internal departments, partners and stakeholders	E	A / I
Excellent standard of numeracy and literacy	E	A / I
Excellent communication and interpersonal skills	E	A / I
Ability to balance competing demands, prioritise effectively, and maintain performance in a high-pressure environment.	E	A / I

Personal Attributes	E = Essential D = Desirable	Identified By
Customer-focused and motivated to deliver meaningful improvements to service experiences.	E	I
Problem solver with a curious mindset, able to challenge assumptions and test ideas effectively	E	I
Collaborative team player who respects others, shares knowledge, and embraces diverse perspectives to improve outcomes.	E	I
Results-driven and accountable: turns insight into action, delivers outcomes, and learns and adapts along the way.	E	I
Acts with integrity and discretion: trusted to handle sensitive information and model professional behaviour.	E	I



<p>Inclusive and accessible by default – committed to equality, diversity and inclusion, and to designing services that work for everyone. Actively champions diversity and values different perspectives.</p>	<p>E</p>	<p>I</p>
<p>Adaptable and resilient: thrives in change, delivering immediate priorities while driving continuous improvement.</p>	<p>E</p>	<p>I</p>

Key to Assessment Methods:

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