



## JOB DESCRIPTION

|                              |                                 |
|------------------------------|---------------------------------|
| <b>Job Title</b>             | Customer Service Officer (Hubs) |
| <b>Salary Band</b>           | SCP 24 - 26                     |
| <b>Reporting to</b>          | Team Leaders (Hubs)             |
| <b>Directorate</b>           | Place                           |
| <b>Service Area</b>          | Bus                             |
| <b>Political Restriction</b> | No                              |

### 1. Primary Purpose of the Post

To deliver high quality Customer Services in all Hub facilities (Bus Stations and Travel Centres).

### 2. Key Role Specific Responsibilities

#### **Satisfied Customers**

- 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.
- Be responsible for all bus station passenger information and contact relevant parties if interventions are needed surrounding any incident or other infrastructure issue within Hubs such as cleaning, building related issues or closures.

#### **Being part of a high performing team**

- 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.

- Make decisions when necessary / in the absence of an onsite Team Leader, and be able to effectively carry out established procedures that may require critical decisions to be made such as the closure of bus stands or bus stations.

**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.
- Take ownership, responsibility and accountability for following key health, safety and wellbeing processes in and around the Hubs operational areas and wider operation of the Hub, when directed to, or in the absence of an onsite Team Leader.

**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**

- Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.
- Compliance to all external accreditation and legislation requirement.



- Effective and consistent approach to incident and accident management in accordance with corporate and department procedures.

#### **4. General Managerial 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.



## PERSON SPECIFICATION

**Job Title:** Customer Service Officer (Hubs)

| <b>Criteria</b>                             |                                        |                      |
|---------------------------------------------|----------------------------------------|----------------------|
| <b>Qualifications and Training</b>          | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
| NVQ Level 2 Customer Service or equivalent. | D                                      | A                    |

| <b>Experience and knowledge</b>                                                                     | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
|-----------------------------------------------------------------------------------------------------|----------------------------------------|----------------------|
| 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                    |

| <b>Skills and abilities</b>                                                      | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
|----------------------------------------------------------------------------------|----------------------------------------|----------------------|
| 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                 |
| <b>Personal Attributes</b>                                                       | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
| 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. | <b>E</b> | <b>A, I</b> |
| Willing to embrace change                                   | <b>E</b> | <b>A, I</b> |

**Key to Assessment Methods:**

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