

Job Description

REVENUE PROTECTION & SECURITY MANAGER

Job Holder: Revenue Protection & Security Manager
Crewe
Milton Keynes
Birmingham

Reports to: Area Revenue Protection & Security Manager

Grade: PM1

Safety Status: Non-Safety Critical

Date version agreed: June 2014

1. Job Purpose

Plan and undertake a range of intelligence-led revenue protection, security and customer service responsibilities across the West Midlands Trains network in order to achieve the company objectives for minimising ticketless travel and improving customer satisfaction measures.

2. Safety Details

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| A. This job requires Security Clearance (e.g. Running of Special Trains) | <input checked="" type="checkbox"/> |
| B. The job holder is required to hold a relevant Track Safety competence (e.g. PTS) | <input type="checkbox"/> |
| C. This is a Safety Critical Work Post | <input type="checkbox"/> |
| D. This post carries out a specific role, such as Professional Head or Informed Buyer as described in West Midlands Trains's Safety Certification documents | <input type="checkbox"/> |
| E. This job Manages Employees (undertakes specific tasks indicated in the occupational & operational standards manuals) | <input type="checkbox"/> |
| F. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals) | <input type="checkbox"/> |

3. Dimensions

A. Financial:

Ticketless travel targets
Handling cash and credit/debit card transactions

B. Staff:

None

C: Others:

Other station based colleagues and train crew teams.
Customers of both West Midlands Trains and other TOCs
British Transport Police
Transport for West Midlands
Other Train Operating Companies
External Suppliers, e.g. Cubic, Scheidt & Bachmann

4. Principal Accountabilities

- Minimise ticketless travel, promote the purchase of tickets before travel, and gather additional revenues by travelling throughout the West Midlands Trains network, checking tickets and intervening when examples of ticketless travel are identified.
- Identify where and when ticketless travel is happening on the network by gathering and analysing information from personal observation, reviewing ticketless travel surveys and talking to passengers and colleagues.
- Investigate instances of fraudulent travel based on information received, and take appropriate action to minimise loss of revenue and reduce the risk of further fraudulent behaviour.
- Work with colleagues to develop and implement a plan that responds to the intelligence that is coming in about ticketless travel, including where and when to focus resources and the most appropriate forms of deployment.
- In collaboration with colleagues and in line with any agreed plans, minimise revenue losses from ticketless travel by undertaking specific revenue protection initiatives, including

deployment to particular routes, blockades and following up persistent examples of fare evasion.

- When required, provide a revenue protection or customer service presence and/or manage others including third party agencies and contractors at special events such as football matches and music concerts by supplementing normal barrier ticket checks and providing additional presence at key points in the station.
- In conjunction with other colleagues and external agencies, respond to examples of anti social behaviour to prevent the behaviour from continuing while at all times working according to the relevant safety guidelines. When appropriate, report the behaviour to the British Transport Police.
- Play a key role in the management and delivery of multi agency activities to reduce fare evasion, improve safety and security and improve levels of customer service provided. Other agencies will include the British Transport Police, safer travel teams and security contractors.
- Undertake on call duties as per the company on call process and procedures.
- Contribute to improved customer satisfaction by providing general support and guidance to customers especially at times of disruption to the train service. This will mean suspending normal activities to provide customer support if it is in the interests of the business and customers to do so.
- Help the business to understand the level and characteristics of ticketless travel by undertaking ticketless travel surveys if necessary and analysing the results where appropriate.
- Build collaborative relationships with Senior Conductor and station teams and work with them to undertake revenue protection activities in a way that utilises resources as efficiently as possible.
- When appropriate sell tickets to customers who have not had an opportunity to purchase one, when no other immediate means of purchasing a ticket is available.
- Issue Penalty Fares when appropriate and in accordance with the rules of the Penalty Fares Scheme and other guidance issued from time to time.
- Conduct interviews with those suspected of travelling fraudulently under the terms of the Police & Criminal Evidence Act 1984 as it relates to the questioning of suspects. Prepare notes from such interviews and submit travel fraud reports. Attend court to give evidence in cases of travel fraud.
- Wear the uniform supplied to the required standard as provided at all times whilst on duty (including Personal Protective Equipment if required).
- Always work within the limits of your own authority and in accordance with all the applicable regulations.

- Attend and participate in safety briefings, individual briefings and team meetings as appropriate.
- Carry out any other duties as reasonably required by the business.

5. Context

A: Operating Environment:

B: Framework and Boundaries:

C: Organisation:

Please see organisation chart(s) at the end of the document.

(Attach a copy of the current organisation chart on the landscape page at the end of this document for each subordinate who reports directly to the job holder. Outline the area of responsibility of each direct report below)

6. Relationships

A: Reporting lines

B: Other Contacts:

(i) Within the Company:

(ii) Outside the Company:

7. Knowledge and Experience

- Confident in analysis of information/reports
- Strong planning skills
- The ability to investigate ticketless travel causes and the source of fraudulent travel
- IT literacy to include proficient use of Microsoft Word, Excel, Outlook and similar applications
- Professionalism and excellent customer service skills
- Able to work independently without direct supervision
- Excellent time management and personal administration
- Numeracy and literacy skills at A Level standard or equivalent
- Understanding of West Midlands Trains operations, ticketing, relevant legislation and geography covered
- Prepared to work unsociable hours – weekends and evenings
- Calm under pressure
- Flexible and adaptable to respond to changing circumstances
- Experience of working in a customer service and retail environment
- Excellent communication and influencing skills
- Strong personal presence and effective ambassador for the West Midlands Trains brand

8. Job Challenge(s):

(Describe the most challenging or complex parts of the job)

9. Additional Information

(Provide any further information not included in previous sections, which it is considered would assist others to achieve a better understanding of the job)

10. Sign off

Job Holder:..... **Date:**.....

Manager:..... **Date:**.....

Nominated Deputies

Where a post undertakes the role of Professional Head or Informed Buyer or manages Safety Critical staff a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

Job title of Nominated Deputy:

Name of Nominated Deputy:

Signature of Nominated Deputy:

Date:

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job.

Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

DEPUTISING ARRANGEMENTS:

You must appoint a deputy to undertake your responsibilities in your absence. You must ensure that s/he is competent to carry out the necessary duties and understands and accepts the responsibilities in this statement. The nominated deputy for this post is alternative cover from within the Revenue Protection & Security Manager team.

You are nominated to deputise for colleagues within the Revenue Protection & Security Manager team. You must ensure that you understand and accept the safety responsibilities associated with that post.

GENERAL RESPONSIBILITIES:

You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work.

You are generally responsible for the management, safety, health, and welfare of all your staff and for the safety of the activities carried out by them.

Specialist advice on all health, safety, and environmental issues is available from the Safety and Environment team. Contact them at safety.environment@WMTrains.co.uk

SPECIFIC RESPONSIBILITIES:

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midlands Trains safety management system.

1. Policy, Leadership and Resourcing

1.1. You are responsible for all staff under your control located at:

- N/A

1.2. You must ensure that budgetary arrangements, delegated to you by the Customer Experience Director, enable adequate resourcing of your safety, security, and environmental responsibilities (if applicable). This includes and the maintenance of accurate and comprehensive records of all staff leave, sickness, Sunday working, Hidden 18 and other information associated with rostering activities

1.3. You must ensure that all staff under your control are aware of their delegated safety responsibilities through the medium of their job description/ safety responsibility statements.

1.4. You must comply with your obligations regarding safety validation of organisational change as detailed in the West Midlands Trains Occupational Standards Manual.

1.5. You and your staff must comply with the procedure for refusal to work on the grounds of health and safety as detailed in the West Midlands Trains Occupational Standards Manual.

1.6. You are responsible for attending the following safety related meetings including but not limited to those mandated in WMT-OCC-104 Safety Meetings (delete or add as applicable):

- Revenue Protection & Security, West Midlands Railway team meetings

1.7. You must ensure that systems and procedures exist for the promulgation of, and compliance with standards which apply to West Midlands Trains and for ensuring that internally produced standards do not conflict with the requirements of externally imposed standards.

1.8. You and your staff must comply with the West Midlands Trains policy on the use of mobile phones when driving motor vehicles on company business.

1.9. Your On-Call responsibilities are Bronze Customer Service On-Call.

1.10 You must ensure that security checks and cctv monitoring is undertaken in line with company standards as outlined in the following standards:

- WMT-OCC-304 CCTV Protocol
- WMT-OCC-307 Security Policy

- WMT-OCC-317 Security Passes
 - WMT-OCC-511 Station Security Plan
2. Management Training
 - 2.1. You must attend the following safety training courses within three months of appointment (or as soon as practicable thereafter) (delete or add as appropriate):
 - IOSH - Managing Safely Course
 - SIO
 - 2.2 You must attend safety training courses as detailed on your job description.
 3. Planned Inspections
 - 3.1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
 4. Risk Assessment and Task Analysis
 - 4.1. You must ensure that written risk assessments, covering the range of tasks carried out by your staff and the workplaces occupied by them are carried out as detailed in the appropriate standard of the West Midlands Trains Occupational Standards Manual and that appropriate action is taken to control risks identified.
 5. Accident & Incident Investigation
 - 5.1. You must ensure that all personal accidents are reported and investigated as detailed in standard Accident/ Incident Investigation as detailed in the West Midlands Trains Occupational Standards Manual.
 - 5.2. You must ensure that appropriate action is taken as a result of recommendations that arise from investigations and inquiries, where these actions are within your area of control.
 - 5.3. You and your staff must co-operate with Network Rail or the enforcing authority when formal inquiries are held into accidents and incidents.
 - 5.4. You must ensure that any claims received by you or your staff are dealt with as detailed in the standard Claims Handling as detailed in the West Midlands Trains Occupational Standards Manual.
 - 5.5. You must ensure that all operating incidents are reported and investigated as detailed in company procedures
 - 5.6 You must comply with your obligations regarding communication of urgent operational advice as detailed in the West Midlands Trains Operations Standards Manual.
 6. Emergency Planning and Security

6.1. You and your staff must understand and comply with the local emergency plans for locations you occupy.

6.2. You must ensure that adequate security arrangements are in place for all staff under your control.

6.3. You and your staff must comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midlands Trains Occupational Standards Manual.

6.4. You must ensure that winter precautions action plans are prepared, implemented and adequately resourced at all locations under your control as detailed in the West Midlands Trains Occupational and Environment Standards Manual.

6.5. You must ensure that Fire Precautions Managers are identified, appointed and trained at all locations under your control.

7. Rules Competencies, Permits and Licences

7.1. You must ensure that GE/RT8000 Rule Book modules and other operating publications are received and understood by those staff identified as requiring them.

7.2. You must ensure that none of your staff drive motor vehicles owned, hired, or leased by West Midlands Trains unless they are in possession of a valid licence appropriate to the vehicle being driven.

7.3. You and your staff must comply with company procedures for issue of safety critical work personal ID cards.

7.4. You must ensure that all staff under your control who undertake safety-critical work are assessed and monitored in accordance with the appropriate company standards.

7.5. You must comply with your obligations for monitoring staff who undertake safety-critical duties and book on at unsupervised depots as detailed in the West Midlands Trains Standards Manual.

7.6. You will receive an assessment of competence in the rules and regulations which apply to your post. The initial and subsequent exams will be given by qualified trainers/ assessors. Competence processes will lead to certification for (delete or add as applicable):

- N/A

7.7. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.

7.8. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.

8. Accident/ Incident Analysis

8.1. The relevant accident and incident statistics and analyses produced must be discussed and reviewed with your staff so that appropriate action can be taken where trends are identified which are relevant and within your control.

9. Employee Training

9.1 You must ensure that safety and environmental training needs of all your staff are identified and acted upon.

9.2 You must ensure that all your staff receive fire training as detailed in the Fire Safety Policy as detailed in the West Midlands Trains Occupational Standards Manual.

10. Personal Protective Equipment (PPE)

10.1 You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.

10.2 You must ensure that your staff are issued with, and sign for, any necessary PPE and are given instructions on its use and storage.

10.3 You will be issued with the following PPE on a personal basis (if applicable, add or delete as necessary):

- High Visibility Vest
- Safety Footwear
- Safety Helmet
- Handlamp

11. Health Controls

11.1 You and your staff must comply with the alcohol and drugs policy as detailed in the Alcohol and Drugs standard as detailed in the West Midlands Trains Occupational Standards Manual.

11.2 You and your staff must comply with the standard for Control of Substances Hazardous to Health as detailed in the West Midlands Trains Occupational Standards Manual.

11.3 You and your staff must comply with the standard for Control of Asbestos as detailed in the West Midlands Trains Occupational Standards Manual.

11.4 You and your staff must comply with the standard for Medical Fitness as detailed in the West Midlands Trains Occupational Standards Manual.

11.5 You must comply with company standards for management of cases of occupational ill health.

11.6 You and your staff must comply with the standard for Staff Care and Support System (SCASS) as detailed in the West Midlands Trains Occupational Standards Manual.

12. Auditing and Safety Check

12.1 You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.

12.2 You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

13. Communications

13.1 You must ensure that all of your staff receive local job induction from their supervisor as detailed in Safety Induction Requirements in the West Midlands Trains Occupational Standards Manual.

13.2 You must ensure that all of your supervisors and staff receive regular briefings which cover safety and environmental issues.

13.3 You must ensure that all safety notice boards at locations under your control comply with the standard in the West Midlands Trains Standards Manual.

14. Promotion of Safety Issues

14.1 You must ensure that you and your staff are aware of the location of safety notice boards and the notice boards are kept in compliance with the Company Standards and Procedures.

15. Recruitment and Placement

15.1 In partnership with the Human Resources department, you must comply with the company's standards for recruitment, assessment, selection and pre-placement medical examinations.

16. Purchasing, Procurement and Management of Contractors

16.1 You and your staff must comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.

16.2 You and your staff must comply with the company standards for management of contractors.

17. Environment

17.1 You must ensure that you and your staff are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Review

This statement will be reviewed annually.

Date Due: Date Reviewed: Post Holder Signature: Line Manager Signature:

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