

# Job Description

<b>Post:</b>	Revenue Officer
<b>Reports to:</b>	Station Manager Snow Hill / Cross City South
<b>Grade:</b>	Revenue Officer
<b>Safety Status:</b>	<b>Non-Safety Critical</b>
<b>Date version agreed:</b>	<b>August 2018</b>

## 1. Job Purpose (over view of role)

To ensure a consistently high level of customer service and revenue protection activity across the West Midlands Trains network. The purpose of this role is to ensure that all travelling passengers are in possession of a valid ticket for their journey. The post holder will at all times provide an excellent level of customer service.

The key measure of success is to change behaviour so that passengers travel with a valid ticket going forward and the company meets its targets in relation to ticketless travel and customer satisfaction.

## 2. Key accountabilities

Ensure compliance with all safety responsibilities, reporting any unusual occurrences and/or unsafe practices in line with company procedures. This would also include alerting station security staff and/or British Transport Police to any antisocial behaviour.

Undertake full inspection of tickets (including ITSO smartcards and Oyster cards), passes and rail cards at stations, ensuring a high level of customer service at all times, dealing effectively with passengers who are not in possession of a valid ticket. This will include issuing Penalty Fares to those passengers not in possession of a valid ticket without a valid reason, and to issue appropriate tickets to those passengers not liable to a Penalty Fare.

Operate automatic ticket gates where in place.

Undertake customer service or crowd control duties at home or other stations, including during special events and disruption. During unplanned disruption to train services you will be expected to keep customers informed to the best of your ability and provide the highest level of customer service possible.

Envoy maintenance

Station duties support, as required such as poster changes, accessibility assistance, and winterization. Provide excellent levels of customer service at all times.

Report any unexpected ticket office closures, excessive queues for tickets or faulty self-service ticket machines in line with company guidelines.

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 as you may be required to attend court and give evidence in support of cases of fraudulent travel.

Ensure all ticketing equipment provided to carry out duties is used in a proper manner and that any defects are promptly reported. As ticketing technology develops you will be expected to efficiently operate all ticketing equipment issued to you following appropriate training.

Wear the agreed uniform to the required standard as provided at all times whilst on duty (including PPE if required).

Always work within the limits of your own authority and in accordance with all the applicable regulations.

### **3. Knowledge, qualifications and experience**

Numeracy and literacy skills to a level equivalent to GCSE grade A-C in Maths and English. NVQ in Customer Service is desirable.

Understanding of [WMT](#) operations, ticketing and geography covered

Experience of working in a customer service and retail environment is desirable, and experience of working in a cash-handling environment is especially advantageous.

Ability to demonstrate excellent levels of customer service

Ability to deal effectively with customers, especially those who do not have valid tickets

Ability to communicate confidently and effectively with all customers and colleagues

Be willing and able to make effective 'on the spot' decisions taking into account all relevant information

### **4. Job dimensions**

- a. Direct staff
- b. Indirect staff/ others
- c. Financial

The role forms a vital part of the company's approach to minimise ticketless travel across the network. The role involves handling cash and credit/debit card transactions.

## **Safety & Environmental Safety Responsibility Statement**

### **BACKGROUND:**

This statement supplements the Job Description and sets out the safety responsibilities of the post. It is important that these responsibilities are clearly understood if they are to be effectively discharged.

This statement must be kept under review and amended whenever responsibilities are changed.

### **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.

Specialist advice on all health, safety, and environmental issues is available from the Head of Safety and Environment.

### **SPECIFIC RESPONSIBILITIES:**

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midlands Trains safety programme using the International Safety Rating System (ISRS), please note some elements are not necessary for inclusion on the SRS, therefore some element numbers are excluded.

#### **1. Policy, Leadership and Resourcing**

- 1.1. You must comply with the procedure for refusal to work on the grounds of health and safety as detailed on the health and safety notice board.
- 1.2. You must comply with the West Midlands Trains policy on the use of mobile phones.
- 1.3. You should be aware of the safety reference library facilities which are provided in the Safety & Environment department at Company Headquarters.
- 1.4. As a member of the revenue team, I am responsible to the Line Manager for complying with safety and security standards which have a direct bearing on myself, my work colleagues and the general public at the locations at which I am working.

#### **2. Planned Inspections**

- 2.1 You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

### **3. Risk Assessment and Task Analysis**

- 3.1 You must take appropriate action to control risks identified in the risk assessment process as delegated by your manager.

### **4. Accident & Incident Investigation**

- 4.1 You must ensure that all personal accidents and near misses are reported to your supervisor as detailed on the health and safety notice board.
- 4.2 You must assist with the investigation of personal accidents as delegated by your manager.
- 4.3 You must co-operate with Network Rail or the enforcing authority when formal enquiries are held into accidents and incidents.
- 4.4 You must take appropriate action as a result of recommendations that arise from investigations and enquires as delegated by your manager.

### **5. Emergency Planning and Security**

- 5.1 You must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- 5.2 You must comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed on the health and safety notice board.

### **6 Rules Competencies, Permits and Licences**

- 6.1 You must adhere to all rules, regulations and instructions applicable to the task or the activity being performed. This includes local safety instructions.
- 6.2 You must maintain the security of cash handling areas in accordance with local instructions.
- 6.3 You must keep the workplace and public areas safe and tidy at all times ensuring that all walkways and platform areas are kept free from rubbish, materials and equipment and as safe as possible.
- 6.4 You must familiarize yourself with all emergency procedures including First Aid, Fire and Evacuation. (Including other locations which I may work prior to arrival).

### **7. Employee Training**

- 7.1 You must attend the following courses within three months of appointment:
- 7.2 Fire Safety Primary Module, Drugs & Alcohol Brief and local fire training

## **8. Personal Protective Equipment (PPE)**

- 8.1 You are responsible for wearing the required PPE as directed by the local manager or supervisor where it is required.

## **9. Health Controls**

- 9.1 You must comply with the alcohol and drugs policy as detailed on the safety notice board.
- 9.2 You must comply with the standard for Control of Substances Hazardous to Health as detailed in the West Midlands Trains Occupational Standards Manual.
- 9.3 You must comply with the standard for Control of Asbestos as detailed on the safety notice board.
- 9.4 You must comply with company standards for management of cases of occupational ill health.

## **10. Communications**

- 10.1 You must attend a local job induction training session on your first day at a new location.
- 10.2 You must attend regular briefings with your supervisor which will cover safety and environmental issues.
- 10.3 You must assist with the provision of local job induction for staff as delegated by your manager.
- 10.4 You must assist with the preparation of safety and environmental briefing material as delegated by your manager.
- 10.5 Provide assistance to customers in a safe manner. Particularly when handling luggage and wheelchairs.

## **11. Promotion of Safety Issues**

- 11.1 You must ensure you are aware of the location and are familiar with the contents of the safety notice board.

## **12. Purchasing, Procurement and Management of Contractors**

- 12.1 You must comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- 12.2 You must comply with the company standards for management of contractors as produced by the Contracts Manager.

### 13. Environment

- 13.1 You must ensure that you are familiar with the contents of all relevant Environmental standards.

#### Safety Responsibility Statement Acceptance

I acknowledge the receipt of the Job Description and statement of the Safety Responsibility associated with my post. I understand these responsibilities, which have been explained to me and training needs have been identified and agreed.

Signed \_\_\_\_\_ Job Title \_\_\_\_\_

Name: \_\_\_\_\_ Location \_\_\_\_\_

Date \_\_\_\_\_

I have explained the Safety Responsibilities associated with the post of Personal Assistant to the post holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training agreed.

Signed \_\_\_\_\_ Job Title \_\_\_\_\_

Name: \_\_\_\_\_ Location \_\_\_\_\_

Date \_\_\_\_\_

#### REVIEW

This statement will be reviewed annually.

DATE DUE	DATE REVIEWED	SIGNATURES
----------	---------------	------------

.....		
.....		
.....		