

Job Title:	Customer Service Host
Location:	University
Responsible to:	Delivery / Customer Service Manager
Grade:	Band B
Safety Status:	Non Safety Critical
Hours of Duty:	35 Hours
	Shift patterns
	Sunday shifts as agreed

Purpose of the job

To provide a safe and efficient train despatch and platform service to ensure that all activities are carried out safely.

Also, to provide a high standard of customer service at the station and to help maintain a clean, safe and presentable retail environment to West Midlands Trains customers.

Duties

- Maintain passenger/customer safety on the station with due regard to overcrowding and the safe and timely departure of trains
- Make decisions regarding provision of service to West Midlands Trains customers based on West Midlands Trains policy and management guidance
- Ensure compliance with all safety responsibilities as detailed in the appropriate Safety Responsibility Statement
- Ensure compliance with the requirements of the Health & Safety at Work Act
- Ensure high levels of customer service are provided
- Ensure customers are provided with the available accurate and timely information
- Ensure own safety and that of others at all times
- Comply with all appropriate rules and regulations
- Comply with Rule Book, and other appropriate instructions and standards
- Announce train arrivals and departures where required
- Maintain a record of delays and other events affecting the train plan as required
- To proactively ensure that information is communicated within the station team, customers and to other locations as using the equipment provided.
- Assist with disabled passengers as required
- Assist passengers with any other support as required
- Carry out fire and security checks in line with current risk levels and maintain a high level of security vigilance at all times
- Conduct station cleaning duties, and make the station safe, presentable and welcoming to customers where required
- Ensure posters are displayed on the station, replacing any which are faded or out of date where required

- Deal with all lost property at the station according to station guidelines
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures, maintain the station log book as required and provide reports to the appropriate manager as required
- In an emergency situation follow the Rulebook requirements in terms of reporting an incident and respond to the incident in accordance with training provided.
- In an emergency situation be prepared to assist until resolved or until relieved by an appropriate person
- Undertake Evacuation Warden duties as required
- Ensure that the station environment is kept safe for all users in all weather conditions, including undertaking winter weather precautions where required
- Report all defects arising at the station according to the fault reporting procedures
- Monitor CCTV where required
- Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn as required
- Coordinate replacement bus/taxi services where required

Person Specification

- Customer focused
- Efficient and calm
- Polite and friendly
- Flexible as to the requirements of the job
- Good communication skills
- Able to use own initiative when appropriate
- High standard of personal presentation
- Numerate and literate
- Honest
- Computer literate
- Able to learn legislation that affects the role

Name of job holder: _____

Signature of job holder: _____

Date job holder signed: _____

Signature of job holder's immediate line manager: _____

SM/CC JULY 2017