

Job Title:	Customer Information Point
Location	Northampton
Responsible to:	Customer Service Manager
Grade	CO3
Safety Status:	Safety Critical
Hours of Duty:	35 Hours Shift patterns Sunday shifts as agreed

Purpose of the job

The purpose of this role is to deliver a quality customer service through the provision of assistance and information to fulfil West Midland Trains customer expectations. Whilst doing so meeting the company's business, safety and operational targets.

Duties

- 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 own safety and that of others at all times.
- Undertake security searches in the absence of a security officer.
- Comply with all appropriate rules and regulations.
- Carry out winterisation duties in line with the winter weather plan for the station.
- Undertake dispatch of West Midland Trains and Virgin train services, ensuring compliance with standard LM-OPS-202
- Act as a focal point for receiving and disseminating information to passengers and colleagues as required via the PA and the CIS.
- Work and support colleagues on the gate line when required.
- Monitor train running and take action to ensure that all customer information displays are updated, working closely with West Midland Trains control, the signaller and the PISC particularly at times of disruption.
- Provide peak reports of issues that affect the station: I.E. late train running, faults, accidents/incidents, complaints, booking office none compliance, TVM issues and tenant issues.
- Become a hub location for the dissemination of information, to stations North and South of the station during times of disruption.
- Ensure that all stations receive timely information regarding services during disruption.
- Maintain a daily log and record events which affect or occur on the station to include delays, re-platforming and other events affecting the train plan
- Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn as required
- Carry out evacuation duties and undertake the duties of a fire warden as required.

- Carry out fire tests on the fire alarm system each week.
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures and provide reports to the delivery manager as required
- In an emergency follow the rulebook requirements in terms of reporting an incident and respond to the incident in accordance with training provided.
- In the case of an emergency be prepared to assist until resolved or until relieved by an appropriate person
- Report any defects arising at the station, in line with the fault reporting procedures.
- Update, amend, and manage leaflet and poster supplies.
- Ensure an attractive environment by ensuring high standards of environmental cleanliness.
- Maintain and update all relevant records and registers.
- Report, retrieve and log all lost property and dispatch to London Euston daily, complying with the lost property standard.
- Undertake customer service duties, providing a presence on both the concourse and platforms to meet and greet passengers.
- Provide journey and basic ticket information to customers
- Check and ensure that the station lifts are fully functional, reporting defects as required.
- Ensuring that all customer thefts are reported to the BTP, and incident numbers are obtained.
- During engineering work, liaise with the bus co-ordinator and ensure that the station is fit for purpose with the correct directional signage and barriers.
- Provide information regarding the reading of meters as and when required.
- Be a conduit for the passing of information between the signaller, control, drivers and conductors and bus co-ordinators if required.
- Assemble and prepare Envoy machines ready for early morning conductor shifts.
- Maintain TVM availability outside of booking office hours by undertaking fingertip maintenance if required.
- Be prepared to undertake any reasonable request made by your manager.

Person Profile

- Customer focused
- Attention to detail
- High standard of personal presentation and professionalism
- Able to work to the highest standards setting the example for staff
- Excellent interpersonal skills & an effective decision-maker
- Positive attitude
- High standard of honesty and integrity
- Willingness to work unsociable hours
- Numerate and Literate
- Computer Literate
- Ability to remain calm under pressure
- Able to organise own working time to maximum potential
- Friendly, open approach and proactive when dealing with customer requirements
- Willingness to attend training courses as necessary
- Ability to learn and understand rules and regulations that relate to role
- Flexible to the requirements of the job

Name of job holder: _____

Signature of job holder: _____

Date job holder signed: _____

Signature of job holder's immediate line manager: _____

CC/SM SEPT 2017