

## Non-Management Job Description

<b>Job Title:</b>	Guard	<b>Location:</b>	BC/KD/SOP
<b>Department:</b>	Operations	<b>Reports to:</b>	Guards Manager
<b>HR Contact:</b>	Senior HR Advisor	<b>Financial Accountability:</b>	None
<b>People Responsibility:</b>	None	<b>Is this role safety critical?</b>	Yes
<b>Does the role have a dedicated deputy?</b>	Yes/No	<b>Name if yes</b>	None

### 1. CONTEXT OF THE ROLE:

#### PURPOSE OF THE JOB

To provide an excellent customer experience on board Merseyrail trains by providing onboard customer care, information and communication, revenue protection and security and ensuring that the train environment and presentation meets the customers' needs. In addition, you are responsible for ensuring the punctuality and operational safety of the train and the safety of your customers and colleagues at all times.

#### JOB ACCOUNTABILITY

- Accountable for the customer experience for all passengers on-board Merseyrail Trains
- Accountable for the operational safety and punctuality of the service whilst in charge of a train
- Accountable for the safety of customers and colleagues when dealing with emergency and out of course situations.

### 2. ROLE ESSENTIALS

#### DECISION MAKING AUTHORITY

- Responsible for the safety of the train at all times. Duty of care for all customers, colleagues they interact with whilst in the course of their duties.

#### MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Ensuring an excellent customer experience on board Merseyrail trains.
- Dealing with emergency and out of course situations in accordance with the rule book.
- Responsible for safely dispatching trains across the Merseyrail network.

#### PRINCIPLE ACCOUNTABILITIES

- Ensure that all duties are carried out in accordance with the Safety Responsibility Statement for the post of Train Guard.
- Manage the on-train customer experience consistently by providing onboard customer care, communicating information to customers, checking tickets and ensuring that the presentation and environment meets the customers expectations.
- Ensure the operational safety of the train at all times by carrying out the full Power Operated Door procedure at each station. This includes managing the risks that could be present at the Platform Train Interface.
- Deal with out-of-course and emergency situations in accordance with the Rulebook and Merseyrail procedures.

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- Be a Professional Train Guard by compiling with all aspects of the Professional Guards Policy
- Proactively complete reports for ticketless travel, anti-social behavior, delays and in the event of out-of-course situations taking place

### KEY SAFETY ACCOUNTABILITY

Safety is everyone's responsibility within Merseyrail. You're responsible for your safety and the safety of others such as colleague's and passengers. As an employee you're expected to understand and apply our safety values and ensure they are visible in all you do.

### EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

- Excellent communication and organisational skills
- Ability to manage the customer experience on board Merseyrail trains
- Ability to deal appropriately with difficult/stressful/potential conflict situations.
- Ability to work alone and as part of a team
- Ability to communicate information to customers in a professional manner.
- Ability to meet shift-working requirements, including Sunday working
- Ability to attain the appropriate competence standards of a Train Guard and to retain that competence bi-annually
- Good standard of Education:- GCSE/or equivalent, in Math's & English- minimum Grade C

### 3. BEHAVIOUR ESSENTIALS

Please refer to "Your 121 Discussion Employee Guide" for further detail on "what good looks like", together with the Customer Experience programme for this Grade level.

Values and Behaviors	How will I be measured?
<b>GENUINE</b> <ul style="list-style-type: none"> <li>• Relates to different types of people</li> <li>• Asks for and accepts help and advice</li> <li>• Understands the customer</li> </ul>	<ul style="list-style-type: none"> <li>• Works well with colleagues at all levels - is approachable and eager to help.</li> <li>• Considers the views of others in forming his/her own opinion – is interested in what others have to say</li> <li>• Thinks about what he/she says and how it comes across to colleagues and customers</li> <li>• Uses initiative but knows who to approach for help</li> <li>• Is open to feedback - welcomes advice and support from colleagues to improve the working environment and practices</li> <li>• Shows a genuine interest in doing everything he/she can to exceed customer expectations or to solve an issue</li> <li>• Never thinks someone else will solve a customer problem and forgets it – will take ownership</li> </ul>

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<p><b>PROFESSIONAL</b></p> <ul style="list-style-type: none"> <li>• Has a positive attitude</li> <li>• Delivers what's needed</li> <li>• Communicates clearly</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of Merseyrail's goals and customer requirements</li> <li>• Likes to get things right first time, but will learn from mistakes</li> <li>• Shows commitment to his/her role within Merseyrail and helps others to do the same</li> <li>• Is a role model. Acts as an ambassador for Merseyrail, and provides support to colleagues to do the same</li> <li>• Does what it takes to get the job done safely, effectively and to high standards</li> <li>• Is confident to challenge poor standards and practices in others and does so in the right way</li> <li>• Wears appropriate uniform and personal protective equipment in line with Company requirements and relevant regulations</li> <li>• Puts his/her point across clearly using facts and practical examples, and not personal feelings</li> <li>• Reports incidents and issues in the right way</li> <li>• Uses the right form of communication to get the job done to a high standard</li> </ul>
<p><b>PROACTIVE</b></p> <ul style="list-style-type: none"> <li>• Focuses on improvement</li> <li>• Supports others</li> <li>• Takes responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Goes above and beyond his/her daily responsibilities to ensure we deliver; exceeds the expectations of his/her role</li> <li>• Looks to see how things could be done better within the workplace</li> <li>• Is able to help colleagues understand the purpose of a task by showing them the benefits</li> <li>• Provides advice and support to colleagues to help them move forward</li> <li>• Is always helpful and resourceful when things need to change</li> <li>• Provides appropriate information enabling others to make the right decisions</li> <li>• Takes ownership of queries/issues without unnecessarily passing them upwards</li> <li>• Thinks on his/her feet and is willing to try different and innovative solutions to meet customer needs</li> </ul>

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<b>INCLUSIVE</b> <ul style="list-style-type: none"><li>• Builds strong working relationships</li><li>• Working together</li><li>• Promoting diversity</li></ul>		<ul style="list-style-type: none"><li>• Actively builds relationships and works well with his/her own team and other departments/functions</li><li>• Understands the value of great teamwork and their role in making his/her team a success</li><li>• Values what colleagues can contribute towards 'getting the job done'; actively listens to others</li><li>• Will be flexible where necessary to achieve business goals</li><li>• Understands the importance of involving all relevant colleagues</li><li>• Understands the importance of working with other departments/ functions to improve co-operation and effectiveness across the business</li><li>• Supports and includes all colleagues, demonstrating an understanding of others' needs</li><li>• Recognises the value that difference adds to Merseyrail</li></ul>	
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