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| **Job Title:** | Stations Support Apprentice  | **Location:** | Rail House |
| **Department:** | Commercial | **Reports to:** | Station Compliance Manager  |
| **HR Contact:** | Sally Prince | **Financial Accountability:** | No |
| **People Responsibility:** | No | **Is this role safety critical?** | No |
| **1. CONTEXT OF THE ROLE:** |
| **PURPOSE OF THE JOB**In the role of Apprentice, you will support Merseyrail’s operations by engaging with different areas of the Head of Stations portfolio including but not limited to the Stations and Revenue Protection teams, support functions and external stakeholders including contractors. With a focus on adding value, the role provides experience in all aspects of Station based activities, including interacting with various areas and functions across the business. Assisting in special event organizing, providing administration support to both Area Managers, raising purchase orders, collaborating with the station management team, and assisting the service support officer in managing the secure cycle scheme. ​**JOB ACCOUNTABILITY**Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business. But the main accountability will be as follows:* Provide support to the Station Management team in regard to general administration.
* Provide Support to the Station Compliance Manager (inc organising and delivering special events across the Network and supporting the wider Station Compliance Team).
* Complete and achieve Level 3 Business Administration apprenticeship.
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| **2. ROLE ESSENTIALS** |
|  **PRINCIPLE ACCOUNTABILITIES*** Support the Stations team with complying and delivery of all logistical arrangements with regard to planned and unplanned events.
* Support the Stations Compliance Manager in relation to the concession agreement for CURSER. Liaise with internal and external stakeholders to ensure concession arrangements benchmarks are met and exceeded.
* Provide Support for the Station Management Team with administrative support.
* Assist the Station Compliance team with ticket stock/timetable requirements across the Merseyrail Network. Ensuring all stations are fully equipped in line with our CURSER requirements, including TIS and TVM machines at each location.
* Provide administrative support to the Area Managers for both Northern & Wirral around Local Level meetings.
* Provide support to the Station Management team during station recruitment campaigns.
* Provide support to Service Support Officer regarding secure cycle scheme.
* Work as directed by your line manager.
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| **3. BEHAVIOUR ESSENTIALS****Please refer to “Your 121 Discussion Employee Guide” for further detail on “what good looks like”, together with the Customer Experience program for this Grade level.** |
| **Values and Behaviors** | **How will I be measured?** |
| **GENUINE*** Relates to different types of people
* Asks for and accepts help and advice
* Understands the customer
 | * Seeks to meet the need of the customer
* Shows a sincere and active interests in our customers and colleagues
* Clarifies and confirms customer requirements
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| **PROFESSIONAL*** Has a positive attitude
* Delivers what’s needed
* Communicates clearly
 | * Shows a commitment to his/her role within Merseyrail
* Is able to deliver what they say they can deliver to our customers
* Explains clearly all aspects of the customer experience to our customers
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| **PROACTIVE*** Focuses on improvement.
* Supports others.
* Takes responsibility
 | * Proactively take responsibility to our customer’s needs
* Involves the team in decision making processes, values people and their contribution
* Picks up problems and deals with them to the best of their ability
 |
| **INCLUSIVE*** Builds strong working relationships
* Working together

Promoting diversity | * Work closely with internal and external stake holders to best meet the business needs.
* Listens and responds with empathy and puts others at ease.
* Shapes communication style and behaviors to meet the needs of different audiences
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