

JOB DESCRIPTION

Customer Service Manager

Reports to:	Customer Service Area Manager	
Department:	Public Transport Directorate / South Yorkshire	
Salary:	£23,093 - £27,020 per annum	Grade: 6
Closing Date:	Monday 25 February 2019 at 9.00 am	
Interview Date:	Monday 11 March 2019 and Tuesday 12 March 2019	

Job Purpose

Manage the day-to-day operations of a major interchange/satellite units and associated site-based retail and customer service operations in order to deliver exceptional operating standards continually enhancing the customer experience, information and service delivery and cost-effectiveness of all services.

Organisational Chart



Dimensions

- Operational responsibility on a duty basis for any of five major Business Centres based at Sheffield, Meadowhall, Rotherham, and Barnsley or Doncaster PFI and Satellite units, e.g. Non-strategic rail stations, Mini Interchanges and Park and Rides (of which currently 20).
- Post holders may be required to undertake management of any site throughout South Yorkshire on a rota basis.
- Operational responsibility for safety and security of site-based retail and customer service operations including all associated cash and ticket stocks.
- Staff numbers – Contract Staff c.12-25 at main Interchange sites.

General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- All Line Managers must ensure that SYPTE's Health and Safety Policy is implemented effectively along with ensuring safe working practices and conditions are in place within the areas under their control.
- SYPTE and its Managers are fully committed to the learning and development of employees.

Responsibilities/Key Accountabilities

1. Manage, via duty shifts, the day-to-day activities associated with a Major Interchange, Park and Ride sites, Satellite sites and SYPTE's associated site based retail and customer service operations in order to deliver the highest standard of customer satisfaction and operational efficiency.
2. Supervise the day to day business of any of SYPTE's sited based retail and customer service operations taking operational responsibility where appropriate for the scheduling, development and deployment of staff and the securing and auditing equipment, kiosks, monies, stock and premises in accordance with established procedures, audit recommendations and accounting directives, in order to minimise the risk to assets and maximise business performance.

3. Undertake and manage appropriate research and benchmarking with other services providers, the general public and stakeholders to ensure services and facilities are appropriate for their current and future needs.
4. Maintain appropriate external accreditation for service and facilities excellence, and where appropriate manage the relevant application and assessment processes including service audits, application submissions and the provision of evidence in support of accreditation being sought.
5. Maintain standards associated with Customer Care and Quality initiatives, including participation in user groups, and lead the key Interface with customers to contribute to the consistent application of standards across all staffed facilities.
6. Manage all site related administration and associated processes including, Risk Assessments, Permit to Work and Site Access Authority supervision and speed monitoring together with the supervision of maintenance contractors in order to ensure the safe operation of the site(s).
7. Proactively manage the promotion of services and facilities to achieve greater engagement by current none and infrequent service users.
8. Liaise with Operating Companies in respect of stand allocation, layover and general compliance with the SYPTE's General Conditions of Use of its Interchanges and Bus Stations in order to ensure safe, orderly access to the facilities.
9. Oversee the on-site contract teams in the day-to-day delivery of customer services and cleaning to ensure consistency of delivery, adherence to specifications and the achievement of high service and facilities standards which reflect market best practice and innovation.
10. Control the security of cash and other assets in accordance with the organisation's established procedures, in order that assets are protected and the security of premises is maintained, in a manner fully compliant with SYPTE financial and contract standing orders and Corporate Governance.
11. Ensure the implementation and management of local revenue generating activities and control expenditure to ensure the effective utilisation of the site budget, in a manner fully compliant with the SYPTE Financial and Contract Standing Orders and Corporate Governance.
12. Respond to all customer comments and complaints and promote operational performance to the public, taking appropriate action to remedy situations in order to maximise customer satisfaction.
13. Manage the display of all public facing information, including electronic displays, to ensure that information provided is timely, current and accurate.
14. Undertake any other duties commensurate with the post as directed by the Customer Service Area Manager.

Planning and Organisation:

- Establish clear team objectives that activity contributes to the delivery of SYPTE and Sheffield City Region Combined Authority (SCR CA) objectives and targets.
- Organise team structures and development activities and implement improvements to processes/services in order to meet SYPTE and Transport Committee objectives and targets.
- Contribute to team working and liaise with others to improve cross-functional efficiency.
- Identify ways of improving team and organisational efficiency through the effective use of resources.
- Undertake tasks, assignments and projects outside of core activity to ensure that SYPTE maintains its operational flexibility in a changing business environment.
- Produce, maintain and manage reports and reporting processes to inform internal and external stakeholders and customers.
- Plan and use resources (including human resources) effectively to maximise performance.
- Monitor and manage team performance in order to ensure the effectively delivery of all targets and objectives set.

Decision Making and Use of Judgement

- Make day-to-day decisions on operational matters to aid the efficient functioning of the team.
- Actively participate in decision-making as part of the Business Centre management team
- Actively participate in organisational decision-making through membership of formal or informal groups or committees

Essential Internal and External Relationships

- Work collaboratively with other team members and other employees within SYPTE
- Deal professionally with internal and external customers, suppliers, contractors and external service providers respecting the various needs for confidentiality.
- Negotiate and liaise with suppliers, tenants, contractors and external service providers to ensure best value/level of service for SYPTE and its customers

- Liaise with the Director of Customer Services, appropriate personnel of public transport and other operating companies to ensure a common understanding of requirements in order to deliver excellent customer service.
- Daily supervision of externally sourced services and liaise with contract suppliers to ensure safe and efficient site operation.

Person Specification – essential (E) & desirable (D) (How identified – application form (A) & interview (I))

Knowledge	E/D	A/I
4 GCSE's (including Mathematics and English Language) or equivalent	E	A
General management qualification	D	A
Working Knowledge of Health & Safety	E	I
IOSH Managing Safely Qualification or equivalent	E	A
Knowledge of retail operations	E	A/I

Skills	E/D	A/I
Administration skills – Prioritises and co-ordinates activities	E	I
Analytical and numeric skills – Interprets data to reach conclusions	E	I
Computer literacy skills – Uses computer technology to support performance	E	A
Financial and commercial awareness – Understands the financial implications of actions taken	E	I
Literacy skills – Builds and understands the story/rationale within documents	E	I
Project management skills – Understands the dependencies within a project	E	I

Behavioural Competencies	E/D	A/I
<u>Living our Values:</u>		
Customer & Stakeholder Driven – <i>Works to exceed expectations</i>	E	A/I
Team Working – <i>Encourages and supports others</i>	E	A/I
Integrity & Respect – <i>Models and promotes organisational values</i>	E	I

Achieving & Challenging – <i>Seeks to exceed and deliver more</i>	E	I
<u>Delivering With & Through Others:</u>		
Building & Managing Relationships – <i>Develops key relationships</i>	E	I
Influencing & Persuasion – <i>Influences directly and indirectly</i>	E	I
Flexible & Adaptable – <i>Applies procedures flexibly</i>	E	I
<u>Delivering Our Objectives:</u>		
Embracing Change – <i>Creates a sense of urgency around change</i>	E	I
Developing Self & Others – <i>Encourages the development of others</i>	E	I
Research with External Focus – <i>Commissions/carries out research</i>	E	I
<u>Determining Our Agenda:</u>		
Initiative – <i>Reacts rapidly</i>	E	I
Strategic Focus & Critical Reflection – <i>Takes time to analyse and reviews solutions</i>	E	I
Decision Making – <i>Identifies options and proposals</i>	E	I

Experience	E/D	A/I
Proven supervisory experience in a similar operational environment	E	A/I
Proven experience of providing customer services to the public in a high demand performance managed environment	E	A/I
Previous Retail experience	E	A/I
Previous Premises Management experience	D	I

Post Holder	Line Manager
Agreed by:	Agreed by:
Signature:	Signature:
Date:	Date: