Job Title: **Platform Assistant**

## Location: Worcester Stations/ Tamworth/ Nuneaton/ Birmingham Snow Hill

## Responsible to: Delivery / Customer Service Manager

## Grade: Band B

## Safety Status: 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

* Responsible for care of all despatch equipment
* Make decisions regarding train despatch based on training provided, safety requirements and West Midlands Trains policy.
* Make decision 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 the safe and timely despatch of trains
* 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, replatforming and other events affecting the train plan as required
* Proactively ensure that information is communicated within the station team and to other locations as appropriate
* Assist with disabled passengers 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* Ensure posters are displayed on the station, replacing any which are faded or out of date where required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

**Person Specification**

* Customer focused
* Efficient and calm
* Polite and friendly
* Flexible 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**

