**Job Holder: Revenue Protection and Security Analyst**

**Reports to: Head of Prosecutions**

**Grade: Admin 2 (A2)**

**Safety Status: Non Safety Critical**

**Date version agreed:** **December 2018**

**1. Job Purpose**

The role of the Revenue Protection and Security Analyst is to support the Revenue Protection and Prosecutions teams by providing analytical data so that intelligence lead operations can be undertaken by the teams. The role involves analysing data from a variety of sources and compiling reports that identifies areas of risk to the business of lost revenue, ticketless travel and byelaw offences.

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| --- | --- |
| **2. Safety Details** |  |
| **A.** This job requires **Security Clearance** (e.g. Running of Special Trains) | NO |
| **B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS) | NO |
| **C.** This is a **Safety Critical Work Post** | NO |
| **D.** This is a Key Safety Post | NO |
| **E.** Reference to this job is included in London Midland’s **Safety Certification** documents | NO |
| **F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals) | NO |
| **G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals) | NO |

**3. Dimensions**

**A. Financial:**

None

**B. Staff:**

No Direct repots –

**C: Others:**

Compliance with employment Law/Legislation

**4. Key Accountabilities**

* Carry out cost/benefit analysis of revenue protection activity
* Provide analysis of on train and station revenue protection exercises and produce reports on levels of ticketless travel throughout the business
* Work with the WMT Revenue team and provide Revenue at Risk reports by line of route
* Monitor on board tickets sales by the Senior Conductor team so that services with high revenue at risk are identified
* Monitor gateline ticket sales at partner stations so that origin stations with high levels of ticketless travel are identified
* Assess Senior Conductor on board sales each period
* Review the train plan each timetable change so that high revenue risk services are identified
* Identify odd ticket patterns by route so that potential fare evasion is identified
* Analyse passenger loadings to help guide revenue protection staff deployment
* To monitor and record the number of cancelled or void Penalty Fares, UFNs or incorrect MG11
* Analyse Penalty Fare Notices issued to identify trends
* Monitor quality of Penalty Fare inputting data by our external supplier to ensure it is accurate and highlight to the Prosecutions Manager when inaccuracy occurs
* Collate information on prosecutions results
* Through the review of all Revenue Protection results identify areas of potential improved team performance through investment
* Ensure compliance with all safety responsibilities and comply with commitments within the West Midland Trains Safety Certificate
* Provide period reports on all data collated by the Revenue Protection and Security teams
* Logging Penalty Fares
* Ordering staff ID cards

**5. Contxt**

**a) Operating Environment:**

Working within an office based environment within a small team.

**b) Framework & Boundaries:**

A detailed knowledge of Microsoft Office, in particular Microsoft Excel, will be essential for the role. This is coupled with the need to build good working relationships and communication with line managers and external suppliers so that accurate information can be used by the line management teams.

**c) Organisation:**

Head of On Board Customer Experience LNR

Area Revenue Protection Manager Crewe

Area Revenue Protection Manager Milton Keynes

Prosecutions Manager

Prosecutions Officer x2

Revenue Protection and Security Analyst

**6. Relationships**

**a) Subordinates:**

None

**b) Superior(S):**

Support at regular meetings with Prosecutions Manager, Area Revenue Protection Managers and Head of On Board Customer Experience, LNR and WMR

**c) OTHER CONTACTS**

* British Transport Police and Civil Police
* Revenue Protection Area Managers and Prosecution Mangers
* Revenue Protection Managers Security Team
* Revenue Protection team members
* Senior Conductor teams and Conductor Managers
* Head of Security WMT
* Revenue Team WMT
* Customer Services
* Stations team WMT

**7. Knowledge and Experience**

(*What kind of knowledge, skills and experience are necessary to enable satisfactory*

*performance in your job)*

* Computer Literate
* Must have excellent knowledge of Microsoft Word and Excel
* Analytical and methodical approach
* Ability to interpret numerical information accurately
* Able to provide accurate and detailed reports with recommendations
* Able to prioritise workload
* Organised
* Excellent interpersonal skills
* Ability to communicate at all levels within the business
* Positive attitude
* Ability to work unsupervised and make decisions in the best interests of the business
* Ability to learn legislation and skills relevant to the Revenue Analysts role
* Professional, Honest and willing to adapt to changing business needs

**8. Job Challenge(s):**

The role requires the individual to be able to build positive relationships and interface with various functions with WMT. Having the ability to self motivate whilst working predominately reviewing data will be key

**9. Additional Information**

None

**10. Sign off**

**Job Holder:……………………………………………….. Date:………………..**

**Manager:………………………………………………….. Date:………………..**

**Nominated Deputies**

If this is a KEY SAFETY POST (2D is “checked”) a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of**

**Nominated Deputy: ……………………………………………………………....**

**Name of**

**Nominated Deputy: ……………………………………………………………….**

**Signature of**

**Nominated Deputy: ……………………………………………………………….**

**Date: ………………………………………………………………………………….**

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.

