**Job Holder:**  Retail Travel Advisor

**Reports to:**  Station Manager

**Grade:**  CO3

**Safety Status:**  Non-Safety Critical

**Date version agreed:**

**Please consider** that if working an early or late shift you would be required to be at the station prior to the first train or after the last train has left the station. Consequently, you may need to consider other means of transport (apart from the train) in order to reach work or home.

**Purpose of Job**

To deliver a quality customer service through the provision of assistance and information to fulfil West Midlands Trains customer expectations, whilst meeting the company’s business safety and operational targets.

**Responsibilities**

* Report to Duty Station Manager
* Ensure an attractive environment by maintaining high standards of environmental cleanliness, advising a senior member of staff whenever the platform is dirty
* Ensure that all booking office ticket issuing machines are in good working order and carry out routine maintenance

**Main Tasks**

* Responsible for providing high quality customer service to all of West Midlands Trains customers including the promotion of the company’s disabled passengers procedure
* Issue all products and services available from Euston
* Update and amend manuals and manage supply of leaflets and timetables
* Empty ticket machines everyday, ensuring that two members of staff are in attendance, ensure that stats are taken and forwarded in accordance with company guidelines
* Comply with company’s cash regulations and cash handling processes
* Maintain a secure environment
* Continually provide information through effective communication directly with our customers, utilising display units and IT equipment (using PA) particularly during times of disruption
* Maintain and update all relevant records and registers
* Carry out winterisation duties on all platforms and on all public areas
* Deal with all refunds and season ticket changeovers as appropriate
* Work on the gate line as appropriate
* Carry out floor walking duties as appropriate
* Carry out duties in the CIP as appropriate
* Be prepared to undertake any reasonable request made by your manager
* Take reasonable care for your own safety and for the safety of others who may be affected by your work

**Experience and Knowledge required for the Job**

* Experience of a customer service environment
* Experience of a retail environment
* Knowledge of West Midlands Trains operations and geography
* Knowledge of West Midlands Trains tickets, fares and promotions

**Person Specification**

* This position requires a person who is a confident communicator with a customer focused attitude
* Naturally able to quickly adjust to a variety of tasks and take ownership of all on going opportunities to provide a first class customer service

**Qualifications and Training required for the Job**

* West Midlands Trains Induction programme attendance
* Customer Care training
* Retail training
* Conflict Handling
* COSHH appreciation
* Disability awareness training

**External and Internal Contacts**

* West Midlands Trains station staff including line management
* West Midlands Trains train-crew and on train staff
* West Midlands Trains Control Room
* Other West Midlands Trains staff at all levels
* West Midlands Trains customers
* British Transport Police

**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.

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

1. **Employee training**
   1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
   1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
   1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
   1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
   3. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
   1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
   1. You must ensure that you attend regular briefings which cover safety and environmental issues.
   2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
   1. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
   2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
   1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
   1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
   2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
   3. You must understand and comply with the standard for Control of Asbestos.
   4. You must understand and comply with company standards for management of cases of occupational ill health.
   5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
    1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
    2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
    1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
    2. You must understand and comply with the company standard for managing contractors.
12. **Environment**
    1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

## Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

## Review

This statement will be reviewed annually.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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|  |  |  |  |  |  |  |