

Non-Management Job Description

Job Title:	Revenue Protection Officer	Location:	Liverpool Central
Department:	Commercial	Reports to:	Revenue Protection Area Manager
HR Contact:	HR Business Partner	Financial Accountability:	N/A
People Responsibility:	N/A	Is this role safety critical?	No
Does the role have a dedicated deputy?	No	Name if yes	N/A

1. CONTEXT OF THE ROLE:

PURPOSE OF THE JOB

Working as part of the revenue protection team, engaging BTP, Security staff and other relevant parties, responsible for protecting Merseyrail's revenue by checking tickets on trains and at stations, issuing penalty fares or reporting persons for fraudulent travel, whilst maintaining a high level of customer service. Undertake Bye-Law enforcement activities to prevent/deter anti-social behavior from passenger. Support the relevant teams during service disruptions and major events.

JOB ACCOUNTABILITY

1. Managing the safety and security of passengers by continually reducing and removing anti-social behaviour across the network.
2. Maintain an environment that enables staff to deliver a high level of Customer Service, responding pro-actively and reactively to information received from other parties, including dealing with any transactions maintaining compliance with cash regulations. This will include the use of any future technology (e.g. hand held devices) to assist when dealing with customers.
3. Full understanding of all safety and security related processes and ensure their application is carried out professionally and effectively, including acting as an Authorised Collector to Issue Penalty Fare notices, penalty parking tickets, managing the application of By Law enforcement with a view to possible enforcement in the future, issuing of excess tickets and interviewing fare evasion suspects within the Codes of Practice contained within the Police and Criminal Evidence Act 1984 (Make and keep notes, fully prepare statements/reports i.e. backup statements and non-availability dates in a legible fashion, submit same and attend court when required).
4. Working with Station Supervisors and Train crew, responsible for the safety and security of passengers during times of disruption, acting as department 'person in charge' when required, ensuring that customer needs are addressed as a priority, co-ordinate rail replacement bus service, maintaining customer service standards at all times.
5. Execute TIRE surveys as required, provide 5.3(a) reports and any other written statements required for the role.
6. Work to manager's instruction or as directed, undertaking special operations (e.g. 'plain clothes' & coverage of service outside of roster on a voluntary basis) working with external enforcement agencies.

7. Undertake Bye-Law enforcement duties at the discretion of management, subject to being passed competent to carry out such duties.

2. ROLE ESSENTIALS

DECISION MAKING AUTHORITY

- Expected to self-manage when unsupervised
- Ensuring a duty of care is given to all customers, colleagues and self at all times whilst carrying out daily duties

MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Managing conflict situations to a safe resolution
- Maintaining a fair but firm approach to incidents of ticketless travel
- Spending long periods of time standing/walking
- Ensuring customers feel valued at all times, particularly throughout train service disruption or events

PRINCIPLE ACCOUNTABILITIES

- Minimising the opportunity for passengers to travel without a valid ticket or pass
- Issuance of enforcement notices upon discovering incidents of ticketless travel
- Maintaining a professional appearance and attitude at all times
- Effectively communicating with customers, providing 'real time' information when necessary

KEY SAFETY ACCOUNTABILITY

Safety is everyone's responsibility within Merseyrail. You're responsible for your safety and the safety of others such as colleague's and passengers. As an employee you're expected to understand and apply our safety values and ensure they are visible in all you do.

EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

- Good general standard of education to G.C.S.E. level.
- Experience of dealing with challenging and confrontational situations.
- Experience of working in a regulated environment where the application of rules, regulations or legislation is evidenced.
- Evidence of a Customer focused attitude and pleasant customer approach.
- Evidence of working as part of a team and on own initiative.
- Good communication skills, both written and oral.
- Experience of shift-working, including Sundays.

3. BEHAVIOUR ESSENTIALS

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Please refer to “Your 121 Discussion Employee Guide” for further detail on “what good looks like”, together with the Customer Experience programme for this Grade level.

Values and Behaviours		How will I be measured?	
GENUINE <ul style="list-style-type: none">• Relates to different types of people• Asks for and accepts help and advice• Understands the customer		<ul style="list-style-type: none">• 1-2-1 discussions with manager• Management, colleagues and customer feedback• M-Spire feedback	
PROFESSIONAL <ul style="list-style-type: none">• Has a positive attitude• Delivers what’s needed• Communicates clearly		<ul style="list-style-type: none">• 1-2-1 discussions with manager• Management, colleagues and customer feedback• M-Spire feedback• Relevant Key Performance Indicators	
PROACTIVE <ul style="list-style-type: none">• Focuses on improvement• Supports others• Takes responsibility		<ul style="list-style-type: none">• 1-2-1 discussions with manager• Management, colleagues and customer feedback• M-Spire feedback• Putting forward innovative ideas• Relevant Key Performance Indicators	
INCLUSIVE <ul style="list-style-type: none">• Builds strong working relationships• Working together• Promoting diversity		<ul style="list-style-type: none">• 1-2-1 discussions with manager• Management, colleagues and customer feedback• M-Spire feedback• Inclusion in cross functional and stakeholder working	
Last Updated By:	Steve Sheils	Date	31/10/2016