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| Job Title | Customer Service Manager |
| Team | Customer Service Area Manager |
| Reporting To | Public Transport Directorate / South Yorkshire |

About your role

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.

Why is your role important or how does it add value?

- You will manage 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, dealing proactively with customer queries to deliver the highest standard of customer satisfaction and operational efficiency
- Proactively manage the promotion of services and facilities to service users
- Oversee the on-site contract teams in the day-to-day delivery of customer services to ensure consistency of delivery and the achievement of high service and facilities standards
- Liaise with appropriate personnel of public transport and other operating companies to ensure a common understanding of requirements to deliver excellent customer service.

What are the tasks or work areas you are responsible for?

- 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 to deliver the highest standard of customer satisfaction and operational efficiency
- Supervise the day to day business of any of SYPTE's sited based retail and customer service operations 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.
- 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.

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| <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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. |
| <ul style="list-style-type: none"> • 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 to ensure the safe operation of the site(s). |
| <ul style="list-style-type: none"> • Proactively manage the promotion of services and facilities to achieve greater engagement by current none and infrequent service users. |
| <ul style="list-style-type: none"> • 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. |
| <ul style="list-style-type: none"> • 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. |
| <ul style="list-style-type: none"> • 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. |
| <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • Respond to all customer comments and complaints and promote operational performance to the public, taking appropriate action to remedy situations to maximise customer satisfaction. |
| <ul style="list-style-type: none"> • Manage the display of all public facing information, including electronic displays, to ensure that information provided is timely, current and accurate. |
| <ul style="list-style-type: none"> • Undertake any other duties commensurate with the post as directed by the Customer Service Area Manager |

About You

| What kind of behaviours are important? | |
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| Ambition | Does not give in easily, prepared to stick at things to get something finished - persistent. |
| | A consistent and persistent focus on what matters most for delivery. |
| Innovative | Urgency in identifying problems and finding imaginative ways to solve them – avoiding added bureaucracy or unnecessary work. |
| | Willing to be challenged by colleagues – and to bring constructive challenge and support. |
| Integrity | Organised and structured in how they work, demonstrating good personal time management. |
| | Able to balance conflicting demands on their time, prioritises their workload well. |
| Collaborative | Open minded to the ideas, contribution or comments from colleagues, does not dismiss what others have to say. |
| | Willingly adapts their style to suit different situations. |

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| Flexible | Moves quickly to get things done, invests additional effort if needed to meet a deadline or a goal. |
| | Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns. |
| Impact | Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation. |
| | Sees opportunities to make processes or how they work better, speaks up and shares their ideas. |

| What qualifications or wider knowledge do you need? | | |
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| 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 |

| What previous experience is needed? | | |
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| 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 |

| What skills should you have? | | |
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| 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 |