

Job Description

Job title:	Transport Customer Liaison
Department/School:	Security Services - ahs
Grade:	3
Location:	University of Bath

Job purpose

The postholder will act as an ambassador for the University to ensure that all passengers arriving to, and leaving from, the Arrivals Square on the University of Bath's main campus are able to begin their journey quickly by:

- Providing relevant information to passengers regarding their transport to and from the University's campus;
- Ensuring all passengers board buses with the correct ticket ready for inspection;
- Directing passengers without a valid bus ticket to the kiosk located at the Arrivals Square/advising them of alternative methods in which they can purchase their ticket;
- Proactively managing peak demand for bus services via effective queue management at the Arrivals Square.

The postholder will be expected to liaise with staff working for First Bus in order to create positive working relationships to ensure the effective and efficient delivery of bus services to and from the University's main campus.

Source and nature of management provided

Security Manager with daily supervision to be provided by a designated Supervisory Security Officer.

Staff management responsibility

No direct line management responsibility.

Special conditions

The postholder is expected to work 36.5 hours per week on a 5 over 7 rota basis which may include mornings, late evenings, weekends, discretionary days, and bank holidays. Shifts will be agreed with you by your line manager subject to the needs of the business.

Please note that the majority of your working day will be spent outside, in all-weather conditions, and therefore it is expected that you should be able to spend the majority of the working day on your feet.

The postholder may be expected to travel to bus stops located in the City of Bath which are typically busy during peak periods in order to assist First Bus Regulators. If this is required, the postholder will be accompanied by Security staff using University-owned vehicles.

You will be provided a uniform, and necessary personal protective equipment (PPE) as required, which you will wear whilst you are on duty. A small kiosk will be provided at the Arrivals Square as a base for you to use alongside First Bus Supervisors and/or Regulators.

You will be provided with a mobile phone to allow you to communicate for work-related purposes during your working day. This may include sharing correspondence with First Bus Supervisors and Regulators concerning live traffic updates regarding the status of relevant bus services across the City of Bath.

There may be occasions such as Open Days and Arrivals Weekend where you may be asked to work overtime (as will be agreed with you by your line manager).

Main duties and responsibilities

Customer focus

1	The postholder will be expected to maintain an excellent standard of customer service at all times and to provide a professional, friendly and quality service to students, staff, and visitors utilising the bus services operating to-and-from the University's campus.
2	The postholder will be required to positively and proactively engage with customers using the bus services operating to and from the University's main campus to provide them with the information required to facilitate a smooth customer journey and to promote an effective and efficient bus service.
3	To actively liaise with First Bus Supervisors and/or Regulators, as necessary, to enhance the customer experience of students, staff, and visitors utilising the bus services. This will involve obtaining any relevant traffic information, such as delays to services, in order to be able to disseminate this information to passengers at the Arrivals Square.
4	To proactively communicate with customers using the bus services; this will included seeking and listening to customers' feedback and escalating this to the relevant individual where necessary (e.g. First Bus Supervisor and/or Security Manager).
5	The postholder will be expected to appropriately respond to issues (e.g. unforeseen delays to services) which may arise on a reactive basis during the course of any working day and to maintain an excellent standard of customer service when responding to these issues.
6	To postholder will be expected to be able to independently use their own experience and initiative to manage queues, when applicable, at the Arrivals Square to ensure that customers' waiting times for buses are minimised and that the loading of buses is carried out in an orderly manner.

7	To identify which passengers do not have a valid ticket and direct them to the kiosk located at the Arrivals Square for purchase of a ticket ready for boarding. The postholder may be required to use their own initiative in order to troubleshoot ticket queries when the kiosk is unmanned; this may require directing passengers to use their mobile phone to purchase an e-ticket.
8	The postholder will provide assistance to staff, students, and visitors using the bus services and identify when additional assistance may be required.
Customer welfare	
10	The postholder will be expected to be confident in responding to situations in which they may be exposed to antisocial behaviour and/or individuals in distress. This will include escalating issues of this nature to the Security team, as appropriate.
12	It is intended that the postholder will receive 'First Aid at Work' training and therefore will be expected to act as a first response in medical emergencies before seeking further assistance from the Security team.
Communication	
12	The postholder is expected to use both verbal and written communication to share information with First Bus Supervisors and/or Regulators as required during your working day. This will include, but is not limited to, sharing information regarding disruption to bus routes, unforeseen delays, expected delays due to major event traffic, and any other relevant information relevant to your role.
13	To actively maintain open communication with First Bus Supervisors and/or Regulators to facilitate positive working relationships between the University and First Bus staff to deliver an effective and efficient service for students, staff, and visitors.
Parking	
14	The postholder is expected to assist in managing coach and car parking duties during special events such as Open Days and major sporting events hosted by the University.
15	The postholder will be expected to support the Parking Wardens as-and-when required by carrying out duties such as checking that vehicles parked on the University campus have a valid parking permit on display at all times. Other responsibilities commensurate with your role may also be expected in relation to parking duties.
Commercial activity/events	
16	The postholder will be expected to assist with the navigation vehicles, such as minibuses and coaches, arriving at the University's campus in the event of planned events and/or commercial business being hosted at the University. This will be in accordance with the Security team who will provide guidance for how

	these vehicles should be navigated across campus and where they should be directed to park.
17	The postholder will be expected to ensure that all planned transportation of students (e.g. summer school students, Open University students, or otherwise) and conference guests/visitors is effectively managed. This will involve effective time and queue management so that little disruption to other services (e.g. usual bus services) is caused. In the event that unforeseen circumstances mean that disruption may be likely at the Arrivals Square, the postholder is expected to communicate this with their line manager and to the relevant First Bus Supervisor.
Health & Safety / Environment	
18	To ensure that Health & Safety legislation relevant to your role is adhered to at all times.
<p>From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.</p> <p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</p>	

Person Specification

Criteria	Essential	Desirable
Qualifications		
Educated to GCSE or equivalent	✓	
Educated to A Level or equivalent		✓
Diploma in Customer Services Level 2 or equivalent		✓
Level 3 Award in First Aid at Work		✓
Experience / Knowledge		
Excellent written and oral communication skills	✓	
Computer/IT literacy (e.g. basic working knowledge of Microsoft Office)	✓	
Experience of working within a customer-facing role	✓	
Knowledge of understanding timetables used for transport services, e.g. bus, train timetables.		✓
Local knowledge including knowledge of roads and available methods of transport in Bath and surrounding areas		✓
Experience of working within a role requiring queue management skills		✓
Attributes		
Able to work independently within parameters specified by line manager	✓	
Ability to seek a positive resolution to issues being faced	✓	
Ability to gain co-operation when faced with resistance by demonstrating an understanding of the views of others	✓	
Ability to remain calm under pressure to overcome issues	✓	
Ability to deal with sensitive matters appropriately at all times	✓	
Must possess excellent customer facing skills and focus on building a positive rapport with customers	✓	
Ability to form effective working relationships with other staff, both internal and external.	✓	
Ability to demonstrate a proactive approach and to make suggestions for improvements to our service	✓	
Able to cope under pressure	✓	
Good time keeping	✓	
Presentable and personable	✓	



every
experience
matters

Effective Behaviours Framework- Delivering the Experience

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.