



Job Description

Job Title:	Ticketing Services Executive
Directorate/Team:	Customer Experience
Location:	16 Summer Lane, Birmingham
Responsible to:	Ticketing Services Team Leader
Responsible for:	Managing all aspects of the customer experience relating to ticketing products and associated services administered by TfWM
Key working relationships: (internal)	Swift Team, Finance, Business Support
Key working relationships: (external)	External Customers

Purpose of the Post

To deliver an excellent service to customers by managing all aspects of the customer experience relating to ticketing products and associated services administered by TfWM

Accountabilities (Deliverables)

- To act as the first point of contact for ticketing customers, taking ownership and accountability for resolving customer enquiries received via a range of contact channels.
- Delivery of a high-quality end to end service covering all aspects of the ticketing customer's lifecycle from application, processing, fulfilment, and aftercare.
- Adopting a flexible approach to planning and organising own workload ensuring work demands are prioritised to meet all individual targets and quality standards as well as those set for the team.
- Compliance with all legal, financial, and regulatory standards including acceptance of financial payments, accounting for monies and data protection requirements at all times.
- Creating and maintaining accurate customer records utilising a range of systems and databases.
- Providing exceptional levels of customer service to ensure customer satisfaction and to promote a positive public image of the WMCA.

Responsibilities (Duties)

- To take ownership and responsibility for all customer enquiries relating to ticketing products and services, identifying customer needs, and offering appropriate solutions including personalised product and or technical advice as required.
- Oversee the completion of any follow up activity relating to customer contact, taking ownership to ensure we deliver on our promises.
- To answer telephone calls and prepare written responses to customer enquiries relating to Swift and ticketing products and services acting promptly and professionally to address any instances of customer dissatisfaction and ensuring responses are tailored to both the customer and method of communication.
- Process applications for a wide range of ticketing products and associated services including determining eligibility in line with scheme rules.

- Organise the dispatch of new and replacement ticketing products, including associated literature and information to customers.
- Calculate and organise refunds for customers in line with agreed procedures.
- Effective business administration including management of post, filing, archiving and stock management and replenishment.
- To provide customer services support to the Customer Relations Team as may be required and carry out any other duties as required which are appropriate to the work of Customer Services and which are commensurate with the responsibility and grade of the post.

Strategic

- To ensure a clear knowledge and understanding of team objectives and priorities within the WMCA's Annual Business Plan and how the individual role will contribute to achievements.

People

- Plan and organise Mobility Assessment Clinics including the preparation and dispatch of customer invitations and pre-consultation paperwork and liaison with TfWM's appointed contractor.

Operational

- Manage, plan, and prioritise time and workload, to ensure all Ticketing Services activities are handled professionally, to a high standard and in line with all agreed policies, procedures and quality standards and targets.
- Create and maintain both electronic and hard copy customer records ensuring personal information is kept up to date in a time critical environment and managed to always ensure customer confidentiality and compliance with data protection legislation as well as internal procedures.
- Prepare statistics and maintain records relating to Ticketing Services activities with a particular focus on ensuring ticketing stock control and financial processes are fully reconcilable and compliant with agreed audit and financial procedures.
- Manage a personal portfolio of Corporate Travel companies to include planning for and issuing of tickets and all associated paperwork and invoicing.

Financial

- Ensure strict compliance with agreed financial procedures ensuring all processes, audit and legislative requirements are adhered to including processing of BACS files relating to Direct Debit (DD), setting up bank mandates, following up defaulted payments and processing debit/credit card transactions

Other

- The duties and responsibilities in this job description are not exhaustive, and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

Person Specification (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A	I	T
Experience					
Experience of working in a customer service environment handling high volumes of interactions across a range of contact channels.	x		x	x	
Demonstrable experience of working to targets and quality standards	x		x	x	
Good working experience of the public transport network in the West Midlands		x	x		
Skills / Knowledge					
Customer focussed with excellent verbal and written communication skills	x			x	

High degree of attention to detail and accuracy	x			x	
Excellent organisation and administration skills	x			x	
Ability to review and interpret information and make decisions	x			x	
Performance focussed with the proven ability to plan and prioritise to meet deadlines	x			x	
Able to work within a team to achieve shared objectives	x			x	
Ability to work well under pressure handling high work volumes and difficult issues positively	x			x	
Excellent IT skills including proficiency in Microsoft Office packages	x			x	
Qualification / Education / Training	E	D	A	I	T
Educated to A Level standard or equivalent	x		x		

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>

Job Evaluation Details

Date Evaluated	Job Family	Level/Grade	JEP Reference