West Midlands Combined Authority

Job Description

Job Title:	Ticketing Services Duty Manager
Directorate/Team:	Integrated Transport Services
Location:	16 Summer Lane or other site/location
Responsible to:	Customer Services Manager
Responsible for:	Variable
Key working relationships: (internal)	Front line team members, customers of TfWM and WMCA and other customer services teams, peers and colleagues.
Key working relationships: (external)	Contractors and suppliers and public transport operators

Purpose of the Post

Working in our Customer Services Team, the Ticketing Services Duty Manager will lead and manage a frontline team that handles contacts regarding Ticketing and Statutory Travel Schemes.

Coach and develop the team to ensure high levels of engagement, quality and performance at team and individual level. Ensure queries are resolved at the first point of contact wherever possible and team outputs meet agreed targets and timescales to the required quality standards set out by WMCA.

The post holder will use insight, data and information to measure progress against goals and targets. They will develop and maintain excellent relationships with wider colleagues, partners and stakeholders to meet customer needs.

Accountabilities

Designated 'budget holder' with overall accountability for a revenue and/or capital budget or a group of budgets. (delete if not applicable).

Responsibilities

Strategic

- Adopt a forward-thinking approach to planning and organising resources to meet customer demand.
- Use insight, data and information to measure progress and deliver against targets.
- Develop and maintain excellent relationships with wider business colleagues, partners and stakeholders in support of the best possible customer experience.
- Work flexibly and with integrity to meet the needs of the WMCA and the Integrated Transport Services function.

People

- Lead and manage a frontline team to deliver an excellent customer experience through telephone calls, Live Chat, email and other online platforms.
- Manage, coach and develop the team to ensure high levels of engagement, performance and quality that deliver an exceptional customer service experience.
- Provide supervisory cover and support to the wider Customer Services Team, including working closely with other Team Leaders and colleagues.

Operational

- Monitor customer demand and proactively manage and allocate workloads in real time to meet changing peaks in demand.
- Provide effective handover to the Customer Support and Customer Correspondence Teams to fulfil customer requests.
- Ensure the team meets deadlines and achieves Service Levels.
- Oversee the team's quality, including assessing and authorising team members' work.
- Handle a personal workload of activities, including complex and escalated matters.
- Ensure complaints and escalations are resolved quickly and that root-cause learning is acted upon to avoid repeat dissatisfaction.
- Produce high-quality written communication to customers and colleagues.

Financial

- Ensure team compliance with all regulatory and procedural requirements and standards, including financial procedures and GDPR.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	**E**	**D**	**A***	**I***	**T***
Experience of leading, coaching and developing a team in a Customer Services environment	x		x	x	
Experience of managing performance through agreed goals/target and implementing remedial actions	x		x	x	
Experience of working to deadlines and target to meet customer and business needs	x		x	x	
Experience of handling customer requests	x		x	x	
Experience of data entry and administration duties	x		x	x	
Experience with customer systems like CSMs and CRMs		x	x	x	
A background in the public transport industry		x	x	x	
A background in a political environment		x	x	x	
Skills / Knowledge	**E**	**D**	**A***	**I***	**T***
Ability and skill to lead and manage a team	x		x	x	
Ability to manage performance and behaviors through agreed goals/target and implement remedial actions where required	x		x	x	
Ability to manage various customer workflows at any given time and be responsible for own workload	x		x	x	
High level of attention to detail to understand and respond to specific customer needs	x		x	x	
Ability to use insight, data and information to identify areas of service improvement	x		x	x	
Ability to produce written communication to various customer groups	x		x	x	x
Ability to process (customer) data in a busy service led environment	x		x	x	
Ability to develop and maintain excellent working relationships	x		x	x	
Knowledge of GDPR and data protection legislation	x		x	x	
Knowledge of the public transport network		x	x	x	

Qualification / Education / Training	E	D	A*	I*	T*
Education to A level standard in English		x			
Customer Services Qualification		x			

***Key: A** = Application, **I** = Interview, **T** = Testing/Assessment

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 so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity 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.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
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	
Collaborative	We work as one organisation. Together we build trust, connection and shared purpose across teams, partners and residents to create the biggest impact for our region.
Inclusive	We value difference. Creating an environment where people belong, and feel psychologically safe, so we can all thrive and shape a West Midlands built for everyone.
Innovative	We are courageous. We embrace new ideas and challenge the status quo to continuously improve and shape the future of the West Midlands.
Driven	We are focused on outcomes. We perform at our best to unlock productivity and delivery, achieving the greatest regional impact.
Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.	

Additional Post Requirements							
Politically Restricted Post		**Disclosure and Barring Service (DBS)**				**Vetting**	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	**JEP Reference**	**Grade**	**Job Family**
Position Reference			