



## Job Description

<b>Job Title:</b>	Compliance and coordination senior officer - fares and ticketing
<b>Directorate/Team:</b>	TfWM / Policy Strategy and Innovation / Swift / Fares and Payments
<b>Location:</b>	16 Summer Lane or other site/location as required
<b>Responsible to:</b>	Fares and Payments Senior Manager
<b>Responsible for:</b>	No direct reports
<b>Key working relationships:</b> (internal)	Corporate Services – Finance; TfWM, Integrated Network Services – Bus, Network Transformation, Customer Experience; TfWM, Policy Strategy and Innovation – Data Insight; TfWM, Network Resilience – Marketing and Engagement
<b>Key working relationships:</b> (external)	Transport operator fares/ticketing teams; Department for Transport

## Purpose of the Post

The Compliance and Coordination Senior Officer role ensures that internal and external stakeholders understand and comply with Fares, Concessions, Ticketing, and Payments (FCTP) arrangements. The position involves maintaining accurate communication, effective reporting, and auditing compliance with FCTP agreements. Additionally, the role provides broader business support to facilitate the smooth running of the FCTP team, including strategic planning, stakeholder consultation, operational management, and financial oversight.

## Accountabilities

- Ensure accurate and accessible communication of FCTP arrangements to customers, operators, retail partners (and other 3rd parties), and internal stakeholders.
- Ensure effective reporting arrangements for operators (and other 3rd parties) to provide regular information to TfWM as needed to facilitate FCTP delivery.
- Ensure the effective audit of TfWM, operators, and retail partners to ensure compliance with fares, concessions, ticketing and payments agreements and obligations.
- Provide broader business support facilitating the smooth running of the FCTP team (including support for team planning, action tracking, records, governance, communication).

## Responsibilities

### Strategic

- Understand and have regard to relevant organisational goals, strategies, plans, agreements/schemes, functions, constraints, duties and powers - including those that apply to the Swift service area, issues set out in the service area's strategy, and broader FCTP arrangements - in the execution of all responsibilities.
- Understand and have regard to the evolving needs of the organisation in the execution of all responsibilities.
- Represent FCTP arrangements and the team's plans as reasonably required at relevant organisational forums.

### People

- Consult with partners and colleagues, and seek direction, endorsement of work plans and resolution to blockers from the FCTP manager on all responsibilities.
- Develop and maintain personal professional networks in the sector (internal and external stakeholders) as required to aid delivery of all responsibilities.

## Operational

### *Communication of FCTP arrangements*

- Maintain a product record of local fares, concessions, tokens, retail channels and payment options.
- Engage with relevant stakeholders to identify any changes requiring updates to the product record (and making changes accordingly) and communicating any changes to the product record to relevant stakeholders.
- Provide information and advice to partners and colleagues as required on FCTP arrangements.
- Provide advice on interpretation of provisions in documents – such as ticketing schemes - underpinning the FCTP arrangements and advising on any implications relating to interpretation of scenarios as they relate to those provisions (for example proposed changes to provisions, changes to legislative requirements, potential breaches to provisions).
- Work with other experts in communicating customer information to the public, to ensure all information provided by TfWM on FCTP to the public is accurate and accessible. This includes developing new information, maintaining information, and auditing information across internal and external channels.
- Commission and deliver partner FCTP information access requirements, including development and ongoing delivery of a partner information portal.

### *Operator reporting, audit and compliance*

- Commission and deliver requirements to enable partners to report information to TfWM pertaining to FCTP schemes (and other agreements) to enable audit and calculation of payments owed.
- Develop and deliver a programme of audit to determine partners' compliance with FCTP scheme and agreement conditions, comprising of checks on:
  - operator ticket inspection, recording and reporting,
  - partner retail and fulfilment activity
  - carriage of passengers
- Investigate customer/member queries relating to validity/conditions of current FCTP arrangements and provide advice to customer services on responses (note – this role is not customer facing).

### *Broader business support*

- Deliver agenda setting, decision and minute recording, action log recording and seeking updates, drafting status updates as needed to support governance requirements of FCTP scheme/agreement (and broader relevant TfWM business-as-usual and project requirements).
- Support the FCTP manager in the smooth running of the team by reviewing and updating the team's forward plan, by developing and delivering effective file storage practices, and by supporting the drafting of documentation as and when required.

## Financial

- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
- Manage procurement and budgets for projects as and when required when commissioning external services in support of delivery.

## Other

- Represent the WMCA in a professional manner.
- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.
- Work flexibly and with integrity to meet the needs of WMCA and Swift service area functions.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
General business support - agenda setting, minute recording, file storage, action tracking, status reporting (e.g. for programmes/projects).	X		X	X	
Fundamental understanding of the activities involved in organising and managing a project, or a specific workstream within a project, including setting objectives, defining the scope, creating a timeline, identifying resources, and establishing milestones.		X		X	
Interpreting and drafting contracts, agreements, policy and/or legislation, and otherwise working within a regulatory environment.		X	X	X	
Reviewing and auditing data to identify and investigate erroneous or suspect information.	X		X	X	
Reviewing and auditing compliance of partners with agreements and contracts.		X	X	X	
Working effectively to commission support from internal teams and external suppliers to achieve business outcomes.		X		X	
Handling sensitive and complex communication with more senior external stakeholders (particularly in a commercial environment).	X			X	
Developing/negotiating proposals/requirements that balance business and stakeholder interests.	X			X	
Interpreting financial information such as sales reports.		X		X	
Skills / Knowledge	E	D	A*	I*	T*
Proficient written and verbal communication skills; able to confidently, concisely, empathetically and accurately communicate complex arrangements to a range of informed and uninformed professional audiences.	X		X	X	X
Ability to manage own workplan, including identification of milestones and interim deadlines needed to meet organisational requirements, and ability to dynamically manage priorities according to business need.	X			X	
Comprehension and logical reasoning capability.	X				X
Intermediate data processing and numerical reasoning capability.	X				X
Knowledge of public transport fares, concessions and ticketing.		X	X	X	
Basic knowledge of good data management principles.		X		X	
Qualification / Education / Training	E	D	A*	I*	T*
Relevant qualification in business administration (at least Level 4 qualification)		X	X		
Educated to at RQF Level 3 or above	X		X		

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

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	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.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.

<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	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.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	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
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	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)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

### Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family