



## **Job Description**

<b>Post Title:</b>	Ticketing Officer
<b>Directorate:</b>	Finance and Business Hub
<b>Reports to:</b>	Finance Business Partner (Transport Operations)
<b>Direct Reports:</b>	Nil
<b>Salary Band:</b>	SP 26-30 £33,038- £37,992
<b>Key Relationships:</b>	Colleagues within the Finance and Business Hub team, Ticketing Team and Swift Team

### **Role Purpose**

To assist the Ticketing Assistant Accountant in the financial administration of WMCA's ticketing schemes, maintaining financial integrity and ensuring proper stewardship of operator income.

### **Responsibilities**

- Administer ticketing income and expenditure accurately, maintaining full audit trails. Ensure that all ticketing transactions are accounted for correctly, income due is recovered and all operator payments are made using the most relevant allocations.
- Assist the Ticketing team in ensuring that future developments in ticketing are accounted for correctly and efficiently to facilitate accurate distribution of income to operators.
- Ensure that all income and expenditure holding accounts are monitored to agreed standards, ensuring that transactions are fully supported and auditable, that holding accounts are reviewed to agreed timescales and that any issues are flagged to the relevant member of the Finance team.
- Provide ticketing support to the Swift Delivery Team, Ticketing Delivery Team and other areas within Finance and manage relationships with these stakeholders to ensure that any issues with payments or income collection are resolved quickly.

## Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>		<b>Assessment Method</b>			
<b>Experience</b>	E	D	App*	Int**	Other***
Experience of administration, ideally with queries and handling enquiries.		X			
Experience in the use of accounting procedures	X				
Experience of dealing with public and statutory organisations		X			
Experience of administering monitoring and payments systems		X			
Supporting multi-disciplinary teams to achieve service outcomes		X			
Experience of undertaking reconciliations independently	X				
<b>Skills, Knowledge and Ability</b>	E	D	App	Int	Other
Proficiency on Microsoft Office suite	X				
Knowledge of fundamental accounting principles, including double-entry and role of audit	X				
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other
Educated to A-Level or equivalent		X			
GCSEs in Maths and English or equivalent	X				

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

## Core Expectations

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.

<b>Value</b>	<b>Competency</b>	<b>Behaviour</b>
Collaborative	Team Focused	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.

## Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate

with their employer as far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

### **Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

### **Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

### **Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

### **GDPR (General Data Protection Regulation)**

To 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.

### **Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis