**Job Description**

***Security and Customer Service Officer***

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| **Service:** | Public and Integrated Transport | **Team:** | Public Transport | |
| **Location:** | Nelson Bus Interchange | | | |
| **Salary range:** | £25,183 - £27,269 | **Grade:** | | Grade 5 |
| **Reports to:** | Bus Stations and Interchanges Manager | **Staff responsible for:** | | None |

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| **Job Purpose** |
| To work as part of a team at Nelson Interchange providing a customer service and security role, engaging with all members of the public, tenants, operators and other stakeholders. To be the first point of contact for all visitors and users of the Interchange. To ensure that Lancashire's bus stations provide a safe and welcome environment at all times. |
| **Accountabilities/Responsibilities** |
| |  | | --- | | * Responsible to the Bus Stations and Interchanges Manager. * To provide a high standard of customer care to customers, tenants, operators, contractors and stakeholders. * Provide a visible presence at the Information Desk, concourse or across the site addressing enquiries, interacting with the public, dealing with complaints and managing conflict situations. * Keeping a comprehensive record of incidents and events that occur including reporting incidents to other relevant authorities where appropriate. * To ensure the security of the bus station at all times through regular site wide patrols dealing with incidents appropriately. * To ensure the bus station is opened and locked down in a safe, secure and timely manner. * To assist management in property related matters, including health and safety aspects, ensuring the building is maintained on a regular basis and that defects are reported, recorded and attended to correctly. * To ensure that all bus station policies and procedures are followed at all times and to contribute to their development. * Liaise with bus operators and drivers to ensure correct and safe procedures are followed. * Some cleaning duties including keeping the site clean and tidy. * Monitoring of CCTV including saving and providing footage to relevant bodies as appropriate * To liaise with emergency services when required, providing reports as necessary. * Participation in team meetings when required. * To assist in self-development by attending appropriate training courses and undertaking e-learning modules. * To provide First Aid when required. | |
| **Other** |
| The post operates on an average 37 hour per week shift working pattern, including unsociable hours and weekend working, for which enhancements are paid.  A uniform will be provided.  Additional occasional overtime. |

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| * **Equal Opportunities**   We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.   * **Health and safety**   All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.   * **Customer Focused**   We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**   * **Supportive**   We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.   * **Innovative**   We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.   * **Respectful**   We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.   * **Collaborative**   We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

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All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * 4 GCSE's including Maths & English - grades A - C, or equivalent \* |
| * Possession of or the ability to demonstrate the capabilities required to gain relevant qualifications and licences as applicable |
| **Experience** |
| * Previous experience of working closely with the public |
| * Previous experience of conflict resolution \* |
| **Knowledge, skills & abilities** |
| * Customer care skills |
| * Good written and verbal communication and numeracy skills |
| * Awareness of current Health & Safety legislation \* |
| * Ability to work as part of a team, flexibly and with limited supervision |
| * Exemplary time keeping and flexibility |
| * Ability to deal with challenging & sometimes distressing situations |
| * IT skills including Microsoft Word, Excel & the use of email and Teams |
| **Other essential requirements** |
| * Commitment to equality and diversity. |
| * Commitment to health and safety. |
| * Display the LCC values and behaviours at all times and actively promote them in others. |
| * Ability to work weekends and Bank Holidays and flexible work patterns as required. |