

Job Description

Security and Customer Service Officer

Service:	Public and Integrated Transport	Team:	Public Transport
Location:	Accrington Bus Station		
Salary range:	£25,989 - £28,142	Grade:	Grade 5
Reports to:	Bus Stations and Interchanges Manager	Staff responsible for:	None

Job Purpose

To work as part of a team at Accrington Bus Station 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 bus station. To ensure that Lancashire's bus stations provide a safe and welcome environment at all times.

Accountabilities/Responsibilities

- Responsible to the Bus Station Manager.
- Be a visible, welcoming presence on the concourse, at the Information Desk and throughout the bus station.
- To provide a high standard of customer care to customers, tenants, operators, drivers, contractors and stakeholders.
- Support passengers and visitors, answering queries professionally.
- Manage and de-escalate conflict confidently and calmly.
- Carry out security patrols and respond appropriately to incidents.
- Open and close the station, ensuring safety and security.
- Liaise with bus drivers to ensure correct and safe procedures are followed.
- Monitor CCTV and provide footage where required.
- Keep accurate records of incidents and maintenance issues.
- Assist with cleaning to maintain a welcoming environment.
- Support emergency services when needed.
- Participate in team meetings and suggest service improvements.
- Provide First Aid when required.
- Engage in training to develop your skills.
- Calm and professional under pressure.

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.

- **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 ***Security and Customer Service Officer***

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the requirements will be assessed by the information provided on your submission.

Qualifications
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Working directly with the public • Managing conflict or challenging situations
Knowledge, skills & abilities
<ul style="list-style-type: none"> • Strong customer service and communication skills • Good written and verbal communication and numeracy skills • Health & Safety awareness • Ability to work independently and as part of a team • Excellent time keeping and flexibility • Calm and professional under pressure • IT skills (Word, Excel, email and Teams)
Other essential requirements
<ul style="list-style-type: none"> • 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.