Department	Digital – Retail Support
Grade	ASG
Reports to	Retail Transformation Manager
Employment type	Fixed term, 24 months
Location	4ML & Gravesend
Working pattern	Mon-Fri, inc. on-call one week in four

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Retail Support Officer

Your Purpose:

As our Retail Support Officer, you will help keep our online and station retail running smoothly for customers, while protecting the revenue it brings in. You will be part of a new in-house team of five, looking after our website and app, the payments behind them, and the systems that fulfil every sale.

Your day starts by checking the website and app before the travelling day begins. If something goes wrong, you will work with our suppliers to put it right, keeping the business and customers updated along the way. You will also help stop fraudulent sales before they go through. This role matters and everything you do is directly linked to revenue and our customers. Additionally, full training is provided so specialist experience is not essential for this role.

Your talents

- ✓ **You read the data:** You spot the pattern behind operational and payment issues
- ✓ **You stay calm in a crisis: You** speak clearly to senior managers and to suppliers while something is still broken
- ✓ **You own the fix:** You take a serious fault and see it through until it is put right
- ✓ **You share the load:** You are happy to join the rota, including the out-of-hours phone one week in four
- ✓ **You sweat the detail:** You work accurately across several back-office systems every day
- ✓ **You know your tools:** You have used a system for logging and tracking jobs, such as ServiceNow
- ✓ **You are a team player:** You work as one of a team of five with a shared scope
- ✓ **You bring extra know-how:** Experience of handling faults, fraud or disputed payments, or of ticket machines, smartcards or ticket office systems (Desirable)



Your Responsibilities & Accountabilities

- ✓ Check the website and the app every morning and confirm by 07:00 that they are working – every day, including weekends and bank holidays
- ✓ Notice problems early – a payment page that has started timing out, say – report them to the supplier and keep people posted while they are put right
- ✓ Take charge when something major goes wrong – the app or website unable to sell at all, say – from the first alert to the service coming back: run the call, keep the record, keep the supplier moving
- ✓ Within two days of a major fault, bring everyone involved together to work out why it happened, and see the actions through
- ✓ Work through the everyday faults within the agreed timescales – a ticket machine that will not take payment, an order that has not reached the customer, a season that will not load onto a smartcard – with our suppliers, payment providers and the wider rail industry
- ✓ Spot faults that keep coming back, record each one and what to do about it, and push for a permanent fix rather than the same repair every few weeks
- ✓ Watch card and online payments daily and set the rules that catch fraudulent sales – a run of purchases on one card that does not look genuine, say – so they stop before the money moves
- ✓ Handle payments a customer has disputed with their bank, alongside Customer Relations and Finance, and report on them each month
- ✓ Look after the retail and back-office systems day to day – seasons, smartcards, tickets collected at the station, eTickets and ticket office systems
- ✓ Keep ticket machines available, sort out the more difficult cases, and test changes properly before they go out across the estate
- ✓ Report each month on faults, fraud, performance against our agreed timescales and what is still open, and keep our written procedures and rotas up to date
- ✓ **Other duties.** Your job description may not cover all duties, and you may be required to undertake additional tasks and responsibilities as reasonably requested by your manager to meet the needs of the organisation.

What we trust you to do – (Authority to Act)

- ✓ Declare a major fault and take charge of it, directing the teams and suppliers working to put it right
- ✓ Authorise an urgent change to a live system when that is what it takes to restore service
- ✓ Go straight to a supplier or a payment provider, at any hour, while you are on the rota
- ✓ Set and change the rules that catch fraudulent sales, and stop a payment or block an account where the evidence supports it
- ✓ Decide whether a change to a retail system is ready to go out across the estate, or hold it back
- ✓ Sign off the morning check, or say plainly that the service is not proved working
- ✓ Take it to the Retail Transformation Manager when a fault runs past its timescale, or where there is a safety, security, data or legal risk

Our ways of working

- ✓ **We think what if**
  Listen, Learn, Improve
- ✓ **We show we care**
  We look out for people. We do what we can to help.
- ✓ **We make great things happen**
  Keep it simple



