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| A | **Post Details** | | | | | | | |
|  | Job Title: | Retailing Systems Support | Function: | Commercial Department | | | | |
|  | Location: | Gravesend | Unique Post Numbers: | FML/D/038 | | | | |
|  | Reports To: | Retail Systems and Contracts Manager (Attended Systems) | Grade: | ASG | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | Operate at a detailed level for Southeastern’s Retail and Validation Systems by:   * Providing a helpdesk function for frontline staff and management who request assistance with systems and processes and to help expedite the resolution of issues with suppliers. * Actively monitor the systems and associated support contractors to identify real time issues and take appropriate remedial actions to address matters to a final resolution. * Act as the liaison between Customer Services and Retail Systems Support to investigate and respond to issues raised by external stakeholders. * Manage critical spares for the business in line with supplier maintenance agreements to ensure availability and responding promptly to issues that arise. * Assist in the co-ordination of planned works to make adjustments to Retail Systems as a result of maintenance or enhancement work by Southeastern or an approved third party/supplier. * Comply with GDPR and PCI DSS regulations at all times     To support Southeastern Retail objectives ensuring high standards of systems availability in all operations and when new products, equipment and software releases are introduced by carrying out necessary tests to the relevant ticket issuing systems.  As part of the Southeastern Retail team you will have other responsibilities including those below and will expected to o communicate clearly and effectively with colleagues to resolve or report any issues. Highlight and investigate any ticketing problems that are reported, taking responsibility to ensure that ongoing issues are escalated with the correct department or supplier.    To actively monitor and maintain Southeastern’s Retail and Validation Systems on a day-to-day basis while acting as the key interface between frontline staff and the Retail Systems team providing support in current and future iterations of:   * STAR– desktop issuing systems * Goldstar season ticket database * Journey Planner * TVMs * Envoy mobile TIS * Oyster PAYG and associated equipment including contactless payments * ITSO – Smart ticketing and associated back-office systems * eTicketing (Barcode tickets) and TTK related issues * Automatic ticket gates * Fault Reporting Management Systems * New retailing and ticketing services as they are launched * Provide a support function for the digital team by progressing on-line and digital related queries to completion | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16 | Provide help desk support and guidance for Retail and Validation Systems on relevant issues such as: fares, timetabling, routeing, ticket acceptance, accounting information and fault reporting/escalation  Provide advice and guidance to staff on existing and future systems including: STAR, Goldstar, Journey Planner, TVMs, Envoy mobile, Oyster pay-as-you-go, Smart ticketing, eTicketing and automatic ticket gates.  Ensure accuracy of ITSO records and where requested hotlist cards that may have been reported as lost or stolen.    Act as the first- point of contact for frontline teams where issues have not been resolved in a timely manner or in line with prescribed contractual response times. Where applicable, take ownership for items requiring escalation where multi-party interfaces are needed.  Analyse trends in terms of: fault escalations including repeat component failure issues, staff training deficiencies, procedural irregularities or outdated provisions and feedback as appropriate to the relevant manager for investigation. Absorb feedback from the frontline and collate information to demonstrate SLA performance by suppliers in relation to the Retail and Validation systems.  Assist police and internal accounting teams investigate alleged or reported criminal activities and provide any information from the relevant Retail Systems or suppliers as directed in evidence. Work proactively with crime prevention agencies where a vulnerabilities in the Retail Systems has been identified.  Use the available back-office systems and reporting tools to actively manage Southeastern’s Retail and Validation systems and identify issues as they occur in real-time and take appropriate remedial action to resolve or escalate as required.  Complete housekeeping activities to support the Retail Systems including: maintaining the LED displays on the TVMs, monitoring TVM hot lists/available fares, manage the ‘tickertape’ message on STAR, cleanse Goldstar and ITSO records to improve currency of records being retained and other Retail Systems as required.  Ensure fares changes are deployed on schedule and accurately and carryout appropriate random testing when changes have been made.  Monitor the deployment of software, data feeds and tariff downloads/ uploads from TIS devices including resolution and/or escalation of issues where these are not completed in line with contractual commitments, industry standards or business requirements.  Monitor the installation/reconfiguration of TIS & validation equipment in light of project or improvement works or due to changing business needs at a location.  Monitor the availability of critical TIS spares and keep requisite records of allocated equipment to ensure all contractual commitments and industry/banking standards are followed. Inform the relevant Retail Systems Specialist of any permanent changes which may impact the support agreements in place. Control locked stock items such as gate passes and ensure control processes exist to manage and monitor.  Custodians of the Highspeed ticketing guide to ensure it remains current and fit for purpose including liaison with internal stakeholders where their input is required.  Monitoring of routeing guide to ensure that any anomalies of requisite changes are communicated internally and within the industry.  Raise and accurately record reactive faults onto the Facilities Management system and ensure allocated response is made to the correct asset owner with regard to lease responsibilities. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | ✓ |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | | Yes |  | No | ✓ |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | | Yes |  | No | ✓ |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | ✓ |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | ✓ |
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| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | No specific safety responsibilities linked to the post | | | | | | | |
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| E | **Decision making Authority** | | | | | | | |
| E1  E2  E3 | Make informed decisions in respect of the day-to-day management of respective ticket issuing & validation systems maintaining written records of key decisions.  Act as a point of contact for the escalation of Retail and Fares issues, make decisions to resolve problems and keep accurate records of actions and decisions made should you need to rely on them at a later date.  Abide by corporate governance protocols ensuring that permissions are sought at a level appropriate to the respective contractual/financial impact of a decision/agreement. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3  F4  F5  F6 | Managing interfaces with multiple key internal and external stakeholders. Where it is unclear as to where the root cause of a problem lies e.g. due to more than one party being involved i.e. Supplier, IT, Transport for London, Network Rail etc. Employ best endeavours to resolve the issue by engaging all of the relevant parties.  Ability to deal with matters across numerous TIS platforms simultaneously and being able to prioritise items during peak periods in order to maintain maximise system availability and minimum loss of revenue/cost exposure to the business.  Understanding the current ticket issuing & validation systems (what their functions are, how they are operated and processes to support) and maintain knowledge of systems as they evolve.  Understanding station access agreements and TOC responsibilities in relation to station and depot repairs.  Work with station colleagues to improve and maintain high levels of TVM availability  Be flexible to change around forthcoming enhancements to ticket issuing systems including the advent of smart ticketing | | | | | | | |
| G | **Person Specification** | | | | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience / knowledge, skills and behaviours relevant to the position applied for. These are:We care passionately about our people and passengers  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience / knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/ or interview / assessment): | | | | | | | |
| G1 | Experience, Knowledge & Qualifications **Essential**  At least 1 year experience of working with and knowledge of transport ticketing technologies and systems as well as the rail fares structure and regulations within the South East area including Oyster and Travelcards.  Computer literate. Good IT skills e.g. Word, Outlook and IT networks and Excel for gathering, analysing and interpreting data.  Ability to identify and rectify TVM faults through in-depth working knowledge of these devices and component parts as well as assist staff in fault rectification.  **Desirable**  Ability to review basic contractual SLAs for monitoring purposes.  Knowledge of station access agreements.  Understanding of station management processes and contract management principles  Exposure to working as part of a project team | | | | | | | |
| G2 | Skills Good inter-personal skills  Excellent written and verbal communication skills  Strong time management abilities to prioritise workload during peak periods  Strong research gathering, analytical and numerical skills  Team player | | | | | | | |
| G3 | Behaviours Flexible and ready to adapt to modal shifts in retailing behaviour over the coming years  Act professionally in all dealings with peers, internal stakeholders and suppliers | | | | | | | |
| G4 | **Other**  Experience and knowledge of current ticketing technology should encompass all of the existing TIS types with a basic understanding of how the systems operate architecturally and interact with one another. | | | | | | | |

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| H | **Dimensions of role** | | | | | | | | | |
| H1 | Financial – Direct: None | | | |  | | | | | |
| H2 | Financial – Other: None | | | |  | | | | | |
| H3 | Staff Responsibilities – Direct: None | | | |  | | | | | |
| H4 | Staff Responsibilities – Other: None | | | |  | | | | | |
| H5 | Any Other Statistical Data: | | | | As outlined in the Principal Accountabilities section | | | | | |
| I | **Acknowledgement** | | | | | | | | | |
| I1 | Prepared By: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| I2 | Approved By (Deputy Head of Department): | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **J** | **Job Description Briefing** | | | | | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | |
|  | Name of post holder: |  | | Signature: | |  | | | Date: |  |
|  | Name of briefing manager: |  | | Signature: | |  | | | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | |
|  | Name of nominated deputy: |  | | Signature: | |  | | | Date: |  |
|  | Name of briefing manager: |  | | Signature: | |  | | | Date: |  |