

Department	Digital – Retail Support
Grade	ASG
Reports to	Retail Transformation Manager
Employment type	Fixed term, 24 months
Location	4ML
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 communicate clearly with senior stakeholders and supplier's mid-incident
- ✓ **You own the fix:** You take a critical incident and drive it through to resolution
- ✓ **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:** Experience of ServiceNow or a similar case management platform
- ✓ **You are a team player:** You work as one of a team of five with a shared scope
- ✓ **You bring extra know-how:** Incident management, fraud or chargebacks, or ticket machine, smartcard or ticket-office systems (Desirable)



Your Responsibilities & Accountabilities

- ✓ Check the website and app and report on them by 07:00 every day, including weekends and bank holidays
- ✓ Spot incidents early, log them with suppliers and keep status updates flowing
- ✓ Lead P1 and P2 major incidents from alert to closure: chair the bridge, keep the log and drive suppliers to restore service
- ✓ Hold the Major Incident Review within 48 hours and close out its actions
- ✓ Triage and resolve P3 and P4 retail incidents within agreed service levels, escalating to On Track Retail, payment providers and RDG
- ✓ Find recurring faults, keep the known error database up to date and drive permanent fixes
- ✓ Manage fraud rules and monitor card and WebTIS payments daily through Pay360, stopping suspected fraud before it settles
- ✓ Oversee chargebacks and disputes with Customer Relations and Finance, and produce monthly management information
- ✓ Administer retail and back-office systems, including seasons, smartcards, tickets on departure, eTickets and ticket-office systems
- ✓ Chase ticket machine availability daily, resolve specialist cases and run testing through to controlled rollout
- ✓ Report monthly on incidents, fraud, service levels and known errors

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

- ✓ Declare a P1 or P2 major incident and direct resolver groups and suppliers
- ✓ Invoke emergency change to restore service
- ✓ Escalate directly to suppliers and payment providers at any hour while on the rota
- ✓ Create and amend fraud rules, and block accounts or transactions where the evidence supports it
- ✓ Approve or hold back the rollout of a retail systems change from testing
- ✓ Sign off the daily service check, or declare the service not verified
- ✓ Escalate to the Retail Transformation Manager where an incident breaches its service level or carries safety, security, data or regulatory 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

