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| **A** | | **Post Details** | | | | | | | |
|  | | Job Title: | Retail Systems and Contract Manager (Unattended Systems) | Function: | | Commercial | | | |
|  | | Location: | Four More London | Unique Post Number: | |  | | | |
|  | | Reports To: | Deputy Head of Retail | Grade: | | MG2 | | | |
| B | | **Purpose of the Job** | | | | | | | |
|  | | The owner for company Retail Systems and their respective support agreements and contracts as well as supplier relationship management on a day to day basis, ensuring technical and operational support is provided for:   * TVM – manage and monitor the self-service ticket vending machines, including Station Profiling Tool ownership, to ensure high levels of ticket availability on our network * Ticket gates – maintenance and support to maximise device availability of ticket validation systems * Pay As You Go – OXNR agreement * CPAY – Contactless payment technology * ITSO – Smart ticketing * E-ticketing – barcoded tickets   Responsible for managing Southeastern’s attended retail systems to deliver high availability, customer satisfaction and revenue goals and operating at both a strategic and a detailed level to manage the Southeastern Retail Systems. This includes managing and monitoring all company fare collections systems on a day to day basis, exploring opportunities to improve customer services, studying trends to head off potential issues- and working with others to improve ticketing availability.  Responsible for representing Southeastern at supplier and industry forums as directed, to monitor forthcoming developments, network appropriately with industry peers to identify best practices and ensure Southeastern’s views are represented | | | | | | | |
| C | | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17 | | Ensure retail systems suppliers comply with company safety procedures and risk assessments when visiting and carrying out work at Southeastern locations  Develop the functionality of existing ticket issuing systems in line with changing industry requirements, RDG mandated changes or business needs.  Working alongside the Retail Systems and Contract Manager (Unattended Systems), to provide weekly, periodic, quarterly and annual statistical data analysis of:   * Contract financial position including any anticipated but unrealised costs * TVM availability to Area Managers, Station Managers and other key internal stakeholders * TVM coin availability to Area Managers, Station Managers and other relevant key internal stakeholders as directed   Maintain records of the above securely and make available to support adhoc business requirements.  Liaise with specialist contractors to refine adhoc and automated reporting requirements as directed and as required from time-to-time in line with business needs.  Manage the machine and system Suppliers to resolve problems where escalation is required. Liaise with Southeastern IT to resolve problems where issues with networks, servers or MDM occur.  Analyse reporting packs from each supplier to identify frequently occurring problems and ensure these are followed up with the Supplier(s) and the numbers reduced, escalating issues and proposing solutions where possible.  Identifying root causes of problems occurring and resolving directly or working with the Suppliers and industry bodies (RDG, TfL etc) as well as internal departments (IT, Facilities) to resolve. Recognise any payment method problems and develop plans to resolve issues preventing payments methods being available to customers.  Collaborate with the Pricing Manager and support the changes of fares (usually May, Sep and Jan). On receipt of fare change details, confirm changes with the Retail Systems Suppliers, manage testing, organise and monitor rollout of changes.  Responsibility for the Retail Systems contracts to ensure that the Service Level Agreements (SLA’s) are met and changes efficiently managed; requirements agreed, design confirmed, appropriate testing conducted, and implementation completed without impacting normal business operations. Organise and manage regular service reviews with retail systems suppliers and follow up actions to ensure timely close out  Responsible for managing the budget for Southeastern’s attended retail systems including raising of POs, receiving of POs, quarterly forecasts and accruals  Attend quarterly forecast meetings and provide financial information and expert advice to Finance Business Partner to facilitate budgetary planning and control, in line with company reporting requirements.  Represent Southeastern for any industry or internal initiatives impacting the existing attended ticket issuing systems and take responsibility for the management and implementation of any changes required as a result.  Manage and take ownership for testing of new software releases and other associated developmental items and facilitate deployment into the field in a controlled manner to ensure system integrity. Obtain necessary internal approvals for any rollout as directed via Southeastern or other agreed Owning Group or industry change control protocols.  Explore opportunities internally and with suppliers to enhance the customer offering and ensure Change/Variation Orders are raised accordingly whilst ensuring value for money for new works.  Take responsibility to manage problem fixes and future enhancements to the retail systems to minimise ongoing problems, operational costs and to enhance the tools used within the retail environment to improve customer experience  Accountable for back-office systems e.g. TVM Central Support System and new FareGo Data back Office, Citrix, eportal payment systems, Gateline DGC (data gathering centre) ensuring agreed deliverables are available and/or escalating any problems promptly. Give expert advice to PRAC (Station Accounts) with refinements to accounting practices in line with business requirements and/or mandated changes.  Delegate tasks accordingly and collaborate in the tasking and management of the Retail Support Team with the Deputy Head of Retail and Retail Systems Contract Manager (Attended).  Other duties as advised by your line manager | | | | | | | |
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| 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: | | | | | | | | | |
|  | | * N/A | | | | | | | | | |
| E | | **Decision Making Authority** | | | | | | | | | |
| E1  E2  E3  E4 | | Make informed decisions in respect of the day-to-day management of respective ticket issuing systems maintaining written records of key decisions. Provide recommendations and expert advice for the Deputy Head of Retail  On occasions when the Deputy Head of Retail is unavailable as a point of escalation, make decisions to resolve emergency problems, keeping records of any such decisions.  Respect corporate governance protocols ensuring that permissions are sought at a level appropriate to the respective contractual/financial impact of a decision/agreement.  Ensure decisions comply with the obligations agreed with the DfT | | | | | | | | | |
| F | | **Most Challenging and/or Difficult Parts of the Role** | | | | | | | | | |
| F1  F2  F3  F4  F5  F6  F7  F8 | | Able to work under pressure. Need to prioritise problems in our live sales environment, considering the impacts on service provided to the customer, operational costs and impact on revenues. May need to respond to critical issues outside normal working hours to protect business continuity.  Budget control - Responsible for managing the budget for Southeastern’s unattended retail systems including raising of POs, receiving of POs, quarterly forecasts and accruals.  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.  Able to analyse data and identify sources of data.  Provide accurate, timely and concise reports in accordance with prescribed reporting timescales.  Understanding the current unattended and attended ticket issuing systems (what their functions are, how they operate and processes to support) and maintain knowledge of systems, as they evolve.  Establishing good working relationships with key internal and external stakeholders and provide expertise across the business for attended and unattended ticketing systems.  Be flexible to change around enhancements to ticket issuing systems and ensure appropriate briefing packs are produced and that all relevant parties are kept up-to-date of the changes and impacts to them and their teams | | | | | | | | | |
| 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 Significant, demonstrable experience of working with and knowledge of transport ticketing technologies and systems.  Significant experience of working with and knowledge of the rail fares structure and regulations within the South East area including Oyster, Travelcards, ITSO and CPAY.  Demonstrable experience of preparing and managing large budgets with good numeric analytical skills  Demonstrable experience of managing large suppliers and/or managing people  Experience of and/or training in project management techniques  Computer literate. Good working knowledge of IT systems to include MS Office tools e.g. Word, Excel, Outlook and IT networks. Furthermore, a basic understanding of MS Access is required.  Good data analysis skills, using tools e.g. Excel, Access. Able to gather, analyse and interpret data.  Knowledge of the rail industry in the United Kingdom including franchise models.  Basic understanding of UK and European procurement rules.  Excellent written and verbal communication skills suitable for a business context. | | | | | | | | | |
| G2 | Behaviour & Skills Loyalty and Commitment  Professional  Building Relationships  Fairness, Consistency and Integrity  Taking Responsibility  Ensuring relevance and Using Persuasion  Planning and Deciding  Pursuing Improvement and Change  Researching, Gathering and Analysis Data  Delegating Appropriately  Managing Expectations | | | | | | | | | |
| G3 | **Other** | | | | | | | | | |

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| H | **Dimensions of Role** | | | | | | | | | |
| H1 | Financial – Direct: | | | | £5m in contracted support agreements and adhoc charges - Maintain agreed budgets for relevant systems. | | | | | |
| H2 | Financial – Other: | | | | Essential work within this role is required to support the collection of over £600m in company revenue. | | | | | |
| H3 | Staff Responsibilities – Direct: | | | | Line manager for designated person/s from the Ticketing Systems Support team | | | | | |
| H4 | Staff Responsibilities – Other: | | | | Deputise for Retail Systems and Contract Manager (Attended Systems) in their absence. | | | | | |
| H5 | Any Other Statistical Data: | | | | As outlined in the role profile sections B and C | | | | | |
| I | **Acknowledgement** | | | | | | | | | |
| I1 | Prepared By: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| I2 | Approved By (Deputy Head/Head of Retail): | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | 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: | \_\_\_\_\_\_\_\_ |
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