

Job Title: Passenger Adviser
Salary: £16,339
Grade/Band: B
Line Manager: Passenger Advice Team Leader
Location: Manchester

Purpose of Job

To be champion of the bus, coach and rail consumer, by delivering a first-class frontline service to passengers who want to make contact with, or complain to, Passenger Focus. This will involve giving advice and assistance to their enquiries by telephone and in writing, maintain an effective and efficient back office ensuring that passengers' contacts are accurately co-ordinated and recorded and establish effective working relationships with internal stakeholders to ensure that passenger feedback is used as intelligence by the organisation. Passenger Focus has recently taken on responsibility for bus and coach passenger representation issues. The postholder will lead by example in handling enquiries from bus passengers and establishing best practice in this area.

Outline

The post holder will be responsible for ensuring that passenger contacts to Passenger Focus are dealt with professionally and in line with Passenger Focus' contact and complaint handling targets and back office administration targets. The post holder will receive and handle enquiries from passengers which include enquiries about their rights, general assistance and support for their complaints and information regarding the work of Passenger Focus. Maintaining an efficient back office, the post holder will be responsible for timely and efficient basic administration tasks such as post handling, document scanning and logging. The post holder will also be expected to proactively identify ways to improve existing processes or implement new processes based on best practice to meet demand.

Key Tasks and Responsibilities

The post holder will be experienced in delivering excellent customer service, will be forward thinking, IT literate, methodical and organised. As this is a new post, the post holder will be personally responsible for, but not limited to:

- Taking the lead in implementing and delivering our internal procedures in providing a bus and coach advice and advocacy service. This will include forging relationships with relevant stakeholders including Bus Users UK, who investigate and resolve complaints for bus passengers.

- Providing a professional and consistent contact and first level complaint handling service by responding to enquiries or redirecting complaints from passengers to the most appropriate rail service provider or bus equivalent. Meeting Passenger Focus contact and complaint handling targets, the post holder is expected to meet individual targets for quantity and quality of response, whilst also working to team targets as defined by the Passenger Advice Team Leader
- Receiving and taking action on queries/first level complaints from all rail consumers received by telephone or in writing, ensuring that the consumer is given an efficient, courteous and informative service. This will involve handling queries / complaints from members of the public through any channel during office hours
- Answering consumers' enquiries about their rights, industry policy and legislation, regulations, internal information and the work of Passenger Focus. The post holder will be expected to identify relevant issues from passenger contacts and respond appropriately
- Receive and handle all post, email or web contacts received by the office, ensuring they are sifted, logged and distributed to the most appropriate person or responded to in full in line with internal procedures
- Ensuring that passenger contacts received by post, email, website, phone or fax are accurately logged onto Passenger Focus' database, ensuring that all issues are captured. This will include electronically scanning of documents and ensuring that they are filed appropriately
- Responsible for basic office administration tasks including the office voicemail system, team movements and absence reporting, booking travel and accommodation for the team
- Responsible for maintaining internal filing systems, including keeping the team's standard letter library, knowledge base and other information sources up to date. There will also be an element of stock control to ensure that sufficient quantities of Passenger Focus publications are kept in order to fulfil requests from passengers
- Maintain appropriate contact with the outsourced passenger contact centre, responding to any queries or requests for briefing information and ensuring that information is transferred smoothly between the two centres. This will also include proactively identifying ways to ensure processes are continuously improved. From time to time, work with other Passenger Focus departments to ensure that issues arising from passenger contacts and complaints are incorporated into business plan objectives.
- Demonstrating Passenger Focus values and behaviours whilst working cooperatively with others and expressing positive attitudes. These are: **openness, trust, engagement and independence.**
- Work under minimum supervision, independently and as part of a team. Proactively escalate issues as appropriate.

Skills and competencies

- **Education/experience:** some experience within an office based customer service or complaint handling environment
- **Customer service excellence:** committed to serving the needs of customers, putting their expectations first and doing what is required to deliver excellent customer service.
- **Communication:** able to communicate clearly both verbally and in writing so that others can easily understand, and be able to engage in effective conversations.
- **Empathy and negotiation:** able to respond sensitively to complaints, showing the ability to understand the problem from the customer perspective and negotiate with train operating companies and other stakeholders for resolutions
- **Initiative and Innovation:** able to work under own initiative, prioritise workload and think strategically around issues with minimum supervision
- **Team working:** can work effectively as part of a team, contributing to the achievement of team objectives as a priority
- **Commitment to continuous improvement:** able to maintain high levels of accuracy when processing work, being mindful of the importance of data integrity, motivated by the delivery of process improvement to achieve results.
- **Resilience:** able to work consistently and well under pressure from either workloads, targets or customers
- **Planning & Organising:** Ability to use IT skills effectively to plan and organisation administration systems such as call logging and filing systems. Good working knowledge of Microsoft Office, including Word, Excel and Powerpoint and ability to use these skills in producing reports, letters and other correspondence is essential. Experience of using databases and complaints handling systems is desirable
- **Basic rail industry knowledge:** A basic understanding of the rail industry or other public travel sector would be an advantage but is not essential

Important working relationships

- Significant contact with the travelling public
- Bus Users UK
- Train Operating Companies and other key stakeholders
- Internal Passenger Focus departments
- Other consumer organisations