

JOB DESCRIPTION

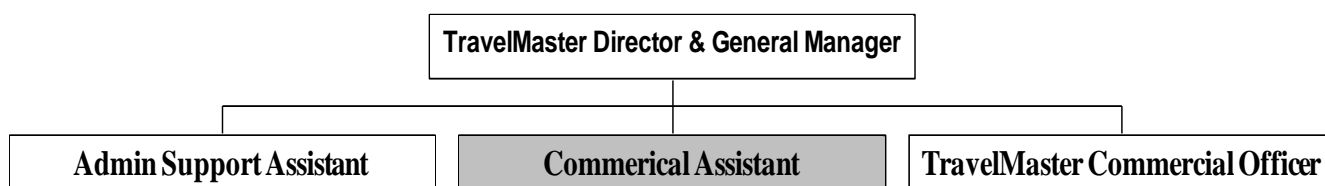
Commercial Assistant

Reports to:	Director & General Manager of TravelMaster		
Department/Location:	TravelMaster		
Salary:	£17,724 – 20,942 per annum	Grade:	3

Job Purpose

The post holder will provide high quality administrative, secretarial, data entry and first line customer service support for SCR Ticketing Company Limited and the TravelMaster Ticketing scheme.

Organisational Chart



Dimensions

- Employees: The TravelMaster team currently comprises of 4 employees
- Other: The TravelMaster Team is responsible for the administration and delivery of South Yorkshire's prepaid ticketing scheme, TravelMaster, and has the aim of encouraging multi-modal transport use and patronage growth through flexible and value for money ticketing products.

General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- SYPTE and its Managers are fully committed to the learning and development of employees.

Responsibilities/Key Accountabilities

1. Provide first line responses to customer enquires submitted by e-mail, phone, letter, through TravelMaster social media channels or escalated by partner organisations.
2. Monitor the content on the TravelMaster Website to ensure accuracy and perform any changes to copy/information via the Content Management System as required.
3. Receive and compile data from operator sales returns and eCommerce sales reports into relevant databases to support a four-weekly sales reconciliation process and generate period revenue reports based on that data to support four-weekly revenue allocations.
4. Support the production of communications materials for stakeholders and operator staff; inclusive of monthly newsletters for Stakeholders, frontline posters providing information for frontline staff and any other ad-hoc communications
5. Monitor TravelMaster smartcard usage data to ensure accuracy of the data being used for revenue allocation – including performing robust data reconciliation activities with operators.

6. Provide administrative support for TravelMaster's revenue allocation process through the production of payment & sales summary sheets and through providing initial responses to operator queries around revenue allocation.
7. Issue ticketing stock to sales clients in accordance with TravelMaster's corporate sales policy and stock control policies.
8. Support the Commercial Officer in fielding and responding to sales queries for potential corporate sales clients.
9. Issue, and monitor payments against, invoices for the purchase of TravelMaster tickets in accordance with TravelMaster's Corporate Sales Policy – including monitoring and escalating any bad debts to the Commercial Officer.
10. Provide administrative support to the TravelMaster Team. Inclusive of organising meetings, drafting and maintaining standard operating procedures, maintaining records of customer queries and issues, receiving inbound mail and preparing outbound mail.
11. Provide secretarial support to the Director & General Manager inclusive of managing that posts calendar and drafting correspondence.
12. Produce routine and ad-hoc reports into smart card usage and customer services issues as required by the Director & General Manager.
13. Provide administrative support for TravelMaster's procurement of goods and services in line with TravelMaster purchasing policy; including the generation of purchase orders and monitoring the payment against them.
14. Any other duties commensurate with the post as directed by the Director & General Manager.

Planning and Organisation:

- Contribute to the overall objectives of the TravelMaster Team.
- Assist in reporting and forecasting of TravelMaster's commercial sales activities and growth to inform decision making.
- Contribute to plans to meet the future needs of the TravelMaster Team.
- Contribute to team working as part of the TravelMaster Team and liaise with others to continuously improve cross functional efficiency
- Produce and maintain reports and reporting processes to inform internal and external stakeholders, on both a routine and ad hoc basis

Decision Making and Use of Judgement

- Allocate time and resources effectively to meet the requirements specified by the Director & General Manager.

- Make day-to-day decisions on operational matters within the TravelMaster team and in response to customer queries & complaints.
- Assist in section and team decision making through membership of formal and informal groups, committees, project teams and departmental meetings.
- Respond to queries raised by third parties respecting the various needs for confidentiality.

Essential Internal and External Relationships

- Collaborative working with relevant members of SYPTTE and operator staff to deliver TravelMaster's objectives and to resolve customer complaints/queries or data errors.
- Liaising with the appropriate personnel of organisations, authorities and the general public to ensure the delivery of objectives against agreed timescales.
- Dealing with queries from members of the public on issues relating to the role.

Person Specification – essential (E) & desirable (D) (How identified – application form (A) & interview (I))

Knowledge

	E/D	A/I
• GSCE English & Math's (A to C) or equivalent	E	A
• Good knowledge and working experience of Microsoft tools such as Outlook, Word, Excel, Access	E	A/I
• Relevant Customer Service or Retail Experience	D	A/I
• Knowledge of web content management software	D	I
• Professional sector knowledge	D	I

Skills

	E/D	A/I
• Administration skills – <i>Completes core processes</i>	E	I
• Analytical and numeric skills – <i>Collects and manipulates data</i>	E	I
• Computer literacy skills – <i>Uses computer technology to support performance</i>	E	A/I
• Literacy skills – <i>Effectively communicates via written media</i>	E	I
• Able to prioritise tasks and deliver according to pre-determined timescales	E	I

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Behavioural Competencies	E/D	A/I
<u>Living our Values:</u>		
Customer & Stakeholder Driven – <i>Works to add value for the customer/stakeholder</i>	E	A/I
Team Working – <i>Values others perspectives</i>	E	A/I
Integrity & Respect – <i>Models and promotes organisational values</i>	E	I
Achieving & Challenging – <i>Committed to doing a good job</i>	E	I
<u>Delivering With & Through Others:</u>		
Influencing & Persuasion – <i>Seeks to persuade</i>	E	I
Flexible & Adaptable – <i>Applies procedures flexibly</i>	E	I
<u>Delivering Our Objectives</u>		
Embracing Change – <i>Identifies actions to deliver change</i>	E	I
Research with External Focus – <i>Asks questions</i>	E	I

Experience	E/D	A/I
• Proven experience in a similar administration, business support role	E	A/I
• Experience of the capture and entry of data and producing reports	E	I
• Experience of handling telephone enquiries and complaints	E	A/I
• Experience in public transport, specifically in the area of service information provision	D	I

Post Holder	Line Manager
Agreed by:	Agreed by:
Signature:	Signature:
Date:	Date:

