

JOB DESCRIPTION

Job Title: Passenger Host	Location: Thameslink / Great Northern
Name:	Reports to: Passenger Host Team Leader
Date:	

JOB PURPOSE:

As a Passenger Host you are a key member of staff whose role is of prime importance. You will be expected to provide a high level of customer service and information as well as a feeling of safety, security and well-being whilst protecting the revenue of Govia Thameslink Railway (GTR). You will provide a warm greeting to customers in a polite and professional manner at all times.

Your duties fall into three main categories – revenue protection, customer service and security. It is an environment in which you will sometimes be working under pressure, when demands on you will be high. You will be expected to provide high standards of courtesy and service ensuring that you are proactive in providing assistance at all times.

KEY ACCOUNTABILITIES

- Provide excellent customer service at all times when you are at your place of work to the highest standard.
- Provide all possible assistance to customers using the tools available to you. Paying particular attention to those customers with special needs and disabilities or who are otherwise severely mobility impaired, which will include the use of ramps.
- Carry out your duties in a professional manner ensuring that customers are in possession of a valid ticket by means of undertaking station and on train ticket examinations at various locations and take the necessary action to deal with those individuals without tickets.
- Work alongside any contracted security officers, PCSO's, REO's or BTP at stations or on trains enhancing employee and customer safety, whilst ensuring your own safety is paramount.
- Act as an authorised collector within the scope of the Penalty Fares Rules, charging Penalty Fares and issuing Penalty Fares and MG11 notices as necessary.

- Issue tickets to customers who are not liable to a Penalty Fare.
- In accordance with the Code of Practice for the treatment of suspects, to the required level, within the scope of the Police and Criminal Evidence Act 1984 conduct interviews under caution completing proforma, prepare and submit reports and attend court when required.
- Undertake special revenue protection exercises including crowd control, plain clothes exercises and supporting customer services during engineering works and rail replacement as required on TL/GN routes.
- Undertake manual ticket blocks as required.
- Enforce or report individuals who are in breach of railway byelaws.
- Ensure effective management of automatic gatelines whilst on duty in line with the ATG procedures and ensure that you are always in possession of your competency card.
- Ensure all automatic gatelines are maintained in a clean and presentable manner in line with revenue protection code of conduct.
- Present yourself for duty on time and in full GTR uniform which must be maintained to the highest standard at all times, ensuring your personal hygiene is of a satisfactory standard at all times and complying with GTR uniform standards.
- Ensure that you are aware of all rules, notices, briefs and publications which may affect your working environment or product knowledge, including the promotion of marketing initiatives as appropriate
- Attend all training events as designated by the company or your line manager to assist the delivery of your role.
- Ensure that all equipment issued to you remains fit for use, reporting any faults in line with company requirements.
- Ensure that a satisfactory level of cleanliness is maintained by taking the initiative in dealing with any litter or cleaning requirements that will cause a safety or security issue on trains or at stations.
- Ensure that you are highly visible during your turn of duty, and when safe and trained to do so, make appropriate announcements for customers (except for any required breaks).
- Complete any necessary forms in association with your role.
- Report all verbal and physical assaults to the service delivery centre, safety department and your line manager using the correct reporting procedure.
- Report all accidents to the service delivery centre, safety department and your line manager using the correct reporting procedure.

- Report all near hit incidents using your injury prevention handbook to your line manager.
 - Report all instances or attempted instances of vandalism, crime or trespass at stations or on trains to your Line Manager and the British Transport Police
 - Ensure you possess the current penalty fares handbook, revenue protection code of conduct and have a full understanding of their contents and adhere to them at all times.
 - Check equipment, cleanliness and general environment and take action by correcting or reporting any faults and conducting 'mini QuEST audits' as required to support the delivery of the QuEST customer satisfaction management system.
 - Provide initial response to passenger communications cord activations and where agreed and trained and competent to do so, reset.
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SKILLS

- Positive attitude
 - High standards of customer service
 - High standards of honesty and integrity
 - Willingness to work unsocial and irregular hours
 - Ability to remain calm under pressure
 - Flexible and willingness to adapt to change
 - High standard of personal presentation
 - Conduct yourself in a professional manner at all times
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EXPERIENCE

- Previous experience essential delivering customer service, with evidence to support
 - Previous experience desirable in respect of cash handling
 - Previous experience desirable in working in a challenging and unpredictable working environment
 - Shift working experience is desirable
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3. SAFETY RESPONSIBILITIES

Safety Responsibility Statement

General Responsibilities

You are responsible for:

- Taking reasonable care of your own health and safety and that of any person who may be affected by your acts or omissions at work;
- Carrying out any work in accordance with any training, instruction, or company procedure that is relevant to your position;
- Informing your Line Manager of any health and safety problems identified by yourself or identified to you by your staff or any other person; and
- Using any safety equipment provided by Govia Thameslink Railway in a proper and appropriate manner.

Specific Responsibilities

As a Passenger Host you must ensure:

- You are familiar with, understand and discharge to the best of your ability the specific safety responsibilities associated with your post and any other safety responsibilities allocated to you, from time to time and in writing, by your Line Manager;
- The health, safety and welfare of any staff or any other persons who are under your control;
- Staff under your control:
 - Are familiar with, understand and discharge to the best of their ability any safety responsibilities allocated to them by yourself or your senior managers;
 - Are trained and competent to undertake any task or activity allocated to them by yourself or your senior managers;
 - Are provided with adequate information, supervision and equipment as necessary to allow them to undertake their duties safely; and
 - Comply fully with any instruction, procedure or other requirement that is necessary to ensure the safety of any person that may be affected by their acts or omissions.
- That any unsafe activity is immediately stopped and prevented from continuing until adequate measures have been taken to reduce the risk associated with that activity to as low as reasonably practicable.
- I shall use the appropriate personal protective equipment specified by risk assessment or operating instructions and maintain the PPE in a condition to ensure its fitness for use.

References

- GTR Safety Management System; and
- G1 General Safety Responsibilities

4. ACCEPTANCE DETAILS

I have fully explained and discussed the contents of this job description with the post holder and I am satisfied that such is within the scope of their ability.

I have identified the post holder's training needs and will take action to see that such is provided.

Signature (Line Manager)

Date

I confirm that this job description, including the post and safety requirements, has been explained to me and I fully understand my responsibilities.

I accept those training needs as identified by my Manager, and will advise them if I require any further advice and/or clarification.

Signature (Post Holder)

Date
