

## ROLE PROFILE

<b>Job Title:</b>	Customer Support Assistant	<b>Job Code:</b>	PS/PF13
<b>Department:</b>	Bus Station Services	<b>Version:</b>	1.1
<b>Reports To:</b>	Bus Station Manager	<b>Date Created:</b>	March 2018
		<b>Grade:</b>	C

<b>Is this a politically restricted Post?</b>	Yes/ No <i>(*if yes, see our policy on what this means)</i>
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## ORGANISATIONAL CONTEXT

### Our Vision as an organisation is:

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

### To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

### Our department contributes to this by:

The provision of high quality, customer focussed and cost effective information, marketing/promotional and customer support services meet, or exceed expectations.



## Job Overview:

- To ensure that West Yorkshire Combined Authority's Bus Stations are kept clean and tidy (both internally and externally), complying with statutory legislation regarding health and safety and our cleaning standards and specifications.
- To provide a visible and high standard customer service that promotes our bus stations as being safe, comfortable and friendly places and that contributes to maintaining and increasing customer satisfaction.
- To work a shift system which will include weekends

- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

## CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.  
These indicate the end result or outputs for which the role holder is responsible.*

### People Contacts:

- Ⓞ Support partnership working across the organisation and externally.
- Ⓞ Work together with your team to ensure targets are achieved.
- Ⓞ Be an advocate of our strong performance management culture, taking accountability for delivering results.
- Ⓞ Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
- Ⓞ Take a proactive approach to internal processes, contributing during meetings and interviews.
- Ⓞ Utilise effective communication channels when working with others.

### Technical Duties:

- General cleaning duties to include: sweeping and mopping, emptying litter bins, cleaning bus station toilets and washing facilities as required, dusting, damp wiping, internal/external glass cleaning and washing of other surfaces as required.
  - Using cleaning machinery, including vacuum cleaners and electronic floor cleaners, cleaning outside areas, including bus perimeter.
  - Carrying out duties with regard to spillages etc.
  - Working with Bus Station Manager to achieve a clean, healthy and safe workplace.
  - To be responsible for the safe use and storage of cleaning materials and use the correct personal protective equipment in accordance with the health and safety and Control of Substances Hazardous to Health (COSHH) regulations.
  - Assisting our customers with enquiries regarding the bus station, information on stands and services etc. including issuing information.
- Ⓞ Typically works on horizons of up to one year, in line with the objectives set in the business plan.
  - Ⓞ To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
  - Ⓞ Ensuring compliance with the Combined Authority's health and safety policy.

### Impact & Influence:

- Ⓞ Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- Ⓞ Fosters good working relations across the organisation, building effective team relationships.

*The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.*

## THE PERSON

*To be fully successful in the role, we believe the following knowledge, skills and experience are required.  
When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.*

### Knowledge:

- Ⓞ Educated to GCSE level or equivalent

- © Practical experience of successfully performing in a similar role.
- © Experience of using resources /materials efficiently (e.g. cleaning products)

- To undertake British Institute of Cleaning Science (BICS) stage 1 and 2 training and attend learning opportunities to improve individual and team performance.
- To achieve recognised professional award “First Impressions”

### People:

- © Experience of effectively contributing to team objectives.
- © Experience of successfully identifying appropriate communication channels to deliver information.
- © Experience of effectively contributing to organisational vision.

- Adaptable to new procedures and approaches.
- Maintains a smart/appropriate appearance.
- Takes a professional approach in all aspects of work.

### Technical:

- © Strong negotiation skills.

- Experience of achieving a high standard of cleaning.
- Experience of working with minimal supervision.
- Experience of working shifts.

### Impact & Influence:

- Experience of striving in all aspects of work, to meet customer needs and ensure satisfaction.
- Treats staff and customers with respect.
- Takes pride in their work.

## OUR VALUE & BEHAVIOURS

**Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together**

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.