

JOB DESCRIPTION

Job Title	Team Leader (Tolls)
Salary Band	SCP 24 - 26
Reporting to	Customer Operations Manager
Directorate	Place
Service Area	Customer Delivery
Contract	Permanent
Political Restriction	

1. Primary Purpose of the Post

To lead a customer focused team to ensure an effective customer service at each of the Mersey Tunnel toll plazas, maintain efficient traffic flow at all times and the safe and efficient collection of toll income.

2. Key Role Specific Responsibilities

Putting the customer at the heart of everything we do (both internal and external) through business delivery and review.

Ensuring our staff resource matches our customer demand.

Adapting our approach to recognise the diverse needs of our customers.

Managing operational activities efficiently and cost effectively in all service areas of the operation to ensure best use of resources.

Support development and implementation of technology enhancements in all activities.

Effective prioritisations of activities and time management.

Delivering a 'can do' culture through team working, staff development and staff involvement.

Leading by example to motivate and inspire best practice ensuring profile presence across the operation with high standards of delivery by all staff.

Continuous development of team and individual capability to reflect the changing environment.

Assisting Senior Management in the continuous review of the service area and the way in which it is delivered.

Having a thorough understanding of equality legislation and how it affects the service area;

Promoting equality and diversity across the operation.

Managing and developing performance.

Continuous review of services to enhance performance and reduce or minimise waste of resource.

Provide appropriate and structured business continuity and a flexible management support across all operational hours.

Providing focus on required outcomes to be delivered and providing feedback on performance on a regular basis

3. General Corporate Responsibilities

Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.

Ensuring full adherence to Merseytravel's Safety Management System by all users of the service within the operational areas.

Operational level support in the delivery of Corporate Strategy & Policy activities.

Support delivery of modern Human Resource programmes and practices.

Compliance to all external accreditation and legislation requirement.

Support delivery of effective recruitment and selection processes in line with corporate policy.

Support delivery of proactive and effective absence management in line with corporate policy.

Ensuring all staff are properly briefed and trained in all aspects of Health, Safety & Wellbeing, fire safety management and the delivery of emergency evacuation and business continuity procedural arrangements.

Effective and consistent approach to incident and accident management in accordance with corporate and department procedures;

4. General Managerial Responsibilities

Provide Leadership of the Toll team.

Proactive people management.

Promote full consideration of the equality impacts of decisions and be committed to equal opportunities in the role

Develop a strong team ethic within Tolls by mentoring, supporting, encouraging and developing the team.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.



PERSON SPECIFICATION

Service Area: Customer Delivery
Job Title: Team Leader (Customer Champions)
Grade: 24 - 26

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	<p>Educated to A-level standard or equivalent (including Maths and English grade C or above GCSE or equivalent). *</p> <p>NVQ Level 2 Customer Service or equivalent. *</p>	<p>A</p> <p>A</p>
Experience & Knowledge	<p>Experience of managing within a large customer focussed, multi-functional and multi-site operation. *</p> <p>Resource Management experience with the ability to plan, prioritise and make decisions. *</p> <p>Experience and understanding of Health & Safety with ability to identify and manage risk. *</p>	<p>A T I</p> <p>A T I</p> <p>A T I</p>
Skills/Abilities	<p>Competent & proficient in all current IT systems and applications including Microsoft Office Suite. *</p> <p>Ability to liaise effectively with internal departments, partners and stakeholders. *</p> <p>Excellent communication and interpersonal skills combined with an excellent standard of personal presentation. *</p> <p>Organisational skills with the ability to work to deadlines within competing priorities. *</p> <p>Experience in taking forms of payment cash/card etc. *</p> <p>Ability to motivate a team in a challenging environment and willing to embrace change. *</p>	<p>A</p> <p>A T I</p> <p>A T I</p> <p>A T I</p> <p>A, I</p> <p>A, I</p>

	CRITERIA	METHODS OF ASSESSMENT
Commitment	Strong customer focus, putting customers at the heart of everything we do. *	A T I
	Committed to valuing equality & diversity both internally and externally. *	A T I
	Flexible approach to work schedule and environment to maintain service delivery. *	A T I
Other		

Key to Assessment Methods:

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment