

Customer Service Assistant

Division: Stobart Rail & Civils
Location: London Southend Airport Railway Station
Shift Pattern: 42 hours, various shifts
Salary: £20,160.60
Reporting to: Station Team Leader

Stobart Group:

Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

To carry out platform duties in line with Department For Transport (DFT) security levels and assist with the day to day safe operations of the station including, the operation and overseeing the safe use of the automatic ticket gates, assisting passengers with enquiries and disability assistance.

What will I be responsible for?

- Operate systems professionally in compliance with company policies and procedures whilst ensuring all legal obligations are met
- Attend to the needs and requests of our customers in a professional and timely manner
- Provide assistance to disabled and vulnerable customers in accordance with Disabled People's Protection Policy (DPPP) and procedures
- Conduct daily and monthly HSQE inspections
- Operate the Automatic Ticket Gates (ATG'S) when in use
- Maintain quality standards including housekeeping, station cleanliness, staff appearance and behaviour whilst in the station and London Southend Airport property
- Undertake security checks in the station in accordance with company policy and remain vigilant at all times including reporting any suspicious behaviour witnessed on station or London Southend Airport property
- Ensure notice boards are updated with correct and current information
- Complete a daily control log, reporting any safety related issues to your line manager
- Present one's self in a clean, smart and tidy appearance at all times
- Carryout safety briefings and sign in all contractors in accordance with company policy, ensuring that permits are issued and site safety rules are adhered too
- Ensure compliance in relation to the completion of the visitor's log
- Ensure a thorough "hand over brief "is undertaken to their relief at the end of a respective shift
- To carry out any additional duties agreed with your line manager
- Assist in covering holidays & sickness where possible



Key Skills and Experience:

Core

- Customer service experience

Desirable

- Previous railway experience

Qualifications:

Core

- GCSE or above
- Trained in safe use of ATG's

Desirable

- Travel and tourism qualification

How to Apply:

All applications should be made by sending an up to date CV and covering letter to HR Department, The Terminal, Aviation Way, Carlisle Lake District Airport, Carlisle, CA6 4NZ or grouphr@stobartgroup.com.

Stobart Group is committed to equal opportunities for all. We provide a fully inclusive and accessible recruitment process. We accept all job applications in a variety of formats and, should you need any documents in a different format or require any further support or assistance, please contact the HR Team on 01228 882 359 or via email grouphr@stobartgroup.com.

The successful applicant will be rewarded with a package including company pension scheme and uniform.

For Stobart employees: You must inform your line manager in advance if you are short-listed for an interview.

