

Ticket Office Clerk

Division:	Stobart Rail & Civils
Location:	Southend Airport Railway Station
Shift Pattern:	4 on 4 off, days and nights, 40 hours per week
Salary:	£16,921
Reporting to:	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?

You will be required to carry out ticket office duties, this includes the sales of rail tickets to airport passengers and daily commuters.

What will I be responsible for?

- Operate systems professionally in compliance with Company policy and procedure whilst ensuring all legal obligations are being met.
- Attend to the needs and requests of our customers in a professional manner, having consideration that the customer is our business and continually looking for ways of enhancing customer service
- Carry out full booking office procedures (including cash regulations and accountancy) on a daily basis in compliance with retailing regulations as defined by ATOC and the Dft.
- Provide assistance to the Team Leader as and when required.
- Provide assistance to disabled and vulnerable customers in accordance with local policies / instructions
- Carry out administrative tasks as required on a daily basis.
- At times of disruption liaise with other station staff in order to limit the effects of disruption as far as possible.
- Maintain quality standards pertaining to general housekeeping, staff appearance and behaviour in and around the station ticket office and the platform / car park areas.
- Be familiar with Rail Products and services and as far as possible provide assistance to our customers in respect of any enquiry about rail products or services.
- Log customer complaints as defined by the CAHA Code of Practice.
- Present one's self at all times in a clean, smart and tidy appearance.
- 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 in relation to Holiday & Sickness cover etc.



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, and we accept job applications in a variety of formats. 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.

