

Head of Customer Services and Revenue Protection



Job Purpose

Accountable for the customer service provision in different locations as well as the daily operation and health and safety responsibility.

Daily capture of revenue protection activity to maximise productivity and secure all areas of revenue leakage. Working with a collaborative approach to maximise identification of all fraudulent activity.

Tasks in a Typical Week

Ensure that all staffing levels are covered, and revenue protection areas of leakage are covered. Performance is a key weekly task to ensure that meeting performance targets are met. As well as dealing with daily staffing issues.

Interactions

You will work alongside human resources departments and with stakeholders internal departments.

Responsibilities

The role would see you manage revenue initiatives, ensure health and safety compliances. As well as having responsibility for ticketless travel and managing budget accountability expenditure versus income.

