

Role Profile

Job Title	Tram Conductor	Job Ref	
Team	Service Delivery	Grade	
Reporting to	Crew Managers	Date last revised:	

Role Purpose

To provide excellent customer service and ensure the safe, efficient, and friendly operation of Supertram services. This dual role combines customer-facing conductor duties with the opportunity to progress to Tram Driver within 12 months. The postholder will be the face of Sheffield's tram network, supporting passengers, delivering revenue protection, and assisting with operational safety.

Working patterns:

Supertram operates 7 days a week between 5am and 1am, so our teams work shifts based around these times. Access to your own transport is advantageous as some of our shifts start or finish at times when public transport often isn't running.

Principal Accountabilities

1. Key responsibilities

- Deliver high-quality customer care, including service updates, answering queries, and offering assistance.
- Welcome passengers onboard and provide ticketing information.
- Carry out revenue protection duties, including issuing and checking tickets and passes.
- Assist passengers with boarding, alighting, safety information, and general enquiries.
- Provide customer service, revenue protection, and crowd control at major city events.
- Support drivers and colleagues during incidents, communicating effectively with the Operations Control Centre.
- Maintain professionalism, accuracy, and excellent cash-handling standards.
- Uphold Supertram's values by ensuring a safe, friendly, and positive passenger experience.

2. Health, Safety and Environment

- Always promote and maintain a safety-conscious working environment.
- Follow all operational safety procedures and instructions.
- Assist in responding to incidents and emergencies in line with company protocols.
- Ensure the safety of passengers, colleagues, and the public while on duty.

3. Standards

- Deliver consistently high standards of customer service.
- Maintain punctuality, reliability, and professional conduct.
- Adhere to uniform, appearance, and behavioural standards.
- Ensure accurate cash handling and compliance with revenue protection policies.
- Uphold Supertram's commitment to inclusivity, respect, and positive passenger experience.

Role Profile

Knowledge required for this role covering qualifications, experience, and skills <u>Key:</u> E = Essential / D = Desirable		E/D
• Friendly, approachable personality		E
• Ability to communicate calmly, clearly, and effectively		E
• Strong ability to retain information and follow instructions		E
• Ability to remain calm under pressure		E
• Excellent customer service skills		E
• Accurate cash-handling ability		E
• Willingness to learn and support colleagues		E
• Enthusiastic and passionate approach to work		E
• Previous customer service experience		D
• Experience in a transport or safety-critical environment		D
The qualifications below are not necessarily required in all cases but indicate the level of intellect required to perform the duties of the post		
• GCSE-level education or equivalent		E
• Customer service		D

Approvals			
Colleague name:		Signature:	Date:
Line Manager name:		Signature:	Date: