

Job Description

Bus Station Assistant

Job Title:	Bus Station Assistant
Location:	Norwich Bus Station
Employment type:	Permanent
Contract type:	Salaried / Full time
Weekly Hours:	43
Line Manager:	Operations Manager
Closing Date:	-
Salary / Wages:	£30,745 Overtime available
Legal Entity of Employer:	Konectbus Limited

Job Purpose

As a Bus Station Assistant, you will be the backbone of our station operations, ensuring a safe, clean, and welcoming environment for all passengers and visitors. You will balance security and safety responsibilities with excellent customer service, whilst maintaining our facilities to a high standard. This role is essential to keeping our bus station running smoothly and delivering a positive experience for everyone who uses it.

About Us

The Transport Made Simple Group is a technology-enabled transport solution provider. We operate one of the largest independently owned fleets of buses and coaches in the UK, and our mission is to deliver reliable, sustainable public transport, which meets the needs of the communities we serve. We do this by being a great place to work, whilst also being customer centric, cost disciplined and revenue driven. Everything we do is underpinned by our four values of Growth, Excellence, Integrity and Efficiency, which guide our day-to-day operations and longer-term decision-making.

We're a team of 800 colleagues, with a fleet of 400 buses, coaches and minibuses, and we operate from a strategic network of depots across East Anglia, the Midlands and Greater London.

Our Central Connect local bus network has an annual ridership of more than 10 million passengers, delivered in partnership with sixteen Local Transport Authorities. Alongside running local bus services, we provide home-to-school, rail replacement and Demand Responsive Transport services, operate corporate and event shuttle buses and run our own programme of holidays and day trips. We also hire

out our buses and coaches to a range of clients, from schools, colleges and local businesses to major names in the travel and tourism industry, such as Leger Holidays, Flixbus and PGL.

Our solutions go beyond moving people - we also support commercial fleet operators across East Anglia with reactive and pre-planned maintenance solutions from our accredited workshops, offering heavy and light vehicle MOTs, bodywork repairs and resprays, heavy recovery and breakdown response, including 24/7/365 roadside tyre assistance provided by sister company Lion Tyres Essex. We also deliver facilities management services on behalf of Norfolk County Council, undertake sundry tasks such as maintaining bus stops on behalf of a range of local authorities, and operate two cafes and travel information hubs in Norwich and Colchester under the Cafe Connect brand.

Main Duties of the Role

- Patrol the bus station, car parks, and surrounding areas regularly to maintain security and report any damage, defects, or suspicious activity
- Provide friendly and professional customer service to passengers, answering enquiries about bus services, ticketing, facilities, and local information
- Sell bus tickets and passes using our ticketing systems, handle cash and card payments accurately, and balance tills at the end of your shift
- Clean and maintain all public areas of the station to a high standard, including waiting areas, bus stands, toilets, and offices
- Empty bins, remove litter from station buildings and surrounding grounds, and ensure waste is disposed of correctly
- Monitor station facilities including lighting, heating, doors, gates, and public equipment, reporting any faults promptly
- Respond appropriately to incidents, emergencies, and accidents in line with company procedures, assisting emergency services when required
- Support operational staff during busy periods or service disruptions, and assist with special events as directed

Why Join Us?

- Gain experience in a variety of roles: from customer service and security to facilities management, giving you broad operational knowledge
- Be part of a team that directly impacts passenger safety and satisfaction every single day
- Flexible shift patterns available to suit different working preferences
- Comprehensive training provided in ticketing systems, health and safety procedures, and customer service
- Free travel across the Central Connect bus network and other participating local bus operators
- Discounted day trips, holidays, coach hire and garage services / MOTs
- Free on-site parking

- Free tea and coffee
- Free uniform

Person Specification

- Excellent customer service skills with the ability to remain calm and professional in busy or challenging situations
- Reliable and punctual with the ability to work independently and as part of a team
- A strong commitment to health, safety, and security procedures
- Ability to clean and maintain areas to a high standard
- Basic numeracy skills for handling cash and card transactions accurately
- Willingness to undertake a range of duties and adapt to changing priorities
- Polite, professional and genuinely customer focused
- Calm and logical under pressure, with strong attention to detail
- Confident using Microsoft Office and Google Workspace
- Comfortable working with digital systems and online platforms
- Able to communicate clearly in writing and by telephone
- Organised and capable of managing both reactive and planned work

Desirable but not essential

- Experience in customer-facing roles, retail, or facility management
- Experience using ticketing or point-of-sale systems
- First aid training or willingness to undertake training
- Knowledge of local bus routes and transport services

Important Legal Information

Transport Made Simple is an equal opportunities employer. We are committed to creating a diverse and inclusive workplace where everyone is treated with dignity and respect. We welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Selection for employment will be based on merit, skills and experience.

In accordance with the Equality Act 2010, reasonable adjustments will be made for candidates with disabilities during the recruitment process and, where applicable, throughout employment. Please let us know if you require any adjustments at any stage.

All offers of employment are subject to satisfactory pre-employment checks. These may include verification of identity, right to work in the United Kingdom, employment references and, where appropriate to the role, Disclosure and Barring Service checks.

Transport Made Simple processes personal data in line with UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018. Information provided during the recruitment process will be used solely for recruitment purposes and handled in accordance with our Privacy Notice.

We reserve the right to close this vacancy early should sufficient applications be received.

The legal entity of the employer in respect of this role is Konectbus Limited.