

Ticketing Services Assistant

Fact Sheet



Working as a Ticketing Services Assistant for Edinburgh Trams is a unique career opportunity. We are the only tramway in Scotland and our team of Ticketing Services Assistants are ambassadors for our inspiring capital city. This could be the beginning of a great career choice for you. The selection process is not only about us making sure you are right for us but we want to make sure that we are right for you, so we'd like to tell a bit more about the role.

If successful you will be working shifts across seven days. This requires you to be flexible as our trams are in operation before 5am and after midnight. Shift work is not for everyone but those that enjoy shifts feel the positives are time off during the week and a more varied working pattern.

This is an example of the type of duties and roster pattern you may be asked to work over a five week period:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	Day Off	Day Off	0443-1110	0450-1229	0500-1141	0509-1327	0520-1442
Week 2	0554-1455	Day Off	Day Off	0551-1440	0601-1445	0725-1512	0718-1631
Week 3	1202-2134	1212-2101	Day Off	Day Off	1228-2104	1330-2134	1413-2325
Week 4	Day Off	0806-1903	0806-1903	0806-1903	Day Off	1518-2325	1515-0005
Week 5	1702-0015	1557-0003	1640-0015	1542-0005	1735-0013	Day Off	Day Off

Please note:

- You will typically be rostered two days off together every working week. However on occasion, you may only have one day off.
- You will be typically rostered four duties every working week. However on occasion, you will work five consecutive days.
- You will be rostered an average of 40 hours per working week.
- During a normal operational day you will be rostered as early as 0443 and as late as 0013.
- The mainline roster includes weekends off. However, these only occur every five weeks.
- Your duties/roster can be viewed months into the future using a depot PC or on a mobile device.
- You have the ability to submit duty swaps with your colleagues.

When you first join Edinburgh Trams you will be allocated to what is known as a 'spare' roster. This roster is used to cover shortfalls in the other rosters. Therefore, you will likely experience less days off together, more consecutive days working and less weekends off. Your duties are usually allocated to you four weeks in advance however can be changed with seven days notice. You will be allocated to a roster with a more consistent pattern when lines become available which depends on internal movement.

Annual leave:

- We give you 33 days annual leave. There are no public holidays at Edinburgh Trams as we provide public transport most of the year. The only day we close at present is Christmas Day so you will have to take a day out of your leave allowance for this.
- Leave is rostered in cycles. Therefore, the dates of your leave are predetermined and will change every year. However, roughly speaking this is one week in spring, two weeks in summer, one week in autumn and one week in winter.
- As leave cycles are predetermined you will know your leave dates years in advance.
- You have the ability to swap weeks with other Ticketing Services Assistants.
- Your remaining balance of eight days can be used as and when you choose, as long as you request these far enough in advance and there is no impact to operational service.