



Revised Ticketing and Data & Survey Structure

Committee Personnel

Date of meeting 26 April 2024

Date of report 16 April 2024

Report by Director of Finance & Corporate Support

1. Object of report

To advise members of the findings of a review of the Ticketing and Data & Survey team and inform members of the revised structure currently being implemented following consultation with the relevant Trade Union and affected staff.

2. Background

The Personnel Committee has received and approved a number of organisational structure reviews. While seeking to streamline the organisation, a key theme has also been to maintain and, where possible, improve levels of service with reduced resources. We also continue to review departments where we have identified increased workload across multiple workstreams as well as increased resourcing requirements to support associated complexity and governance and the restructure of the Ticketing and Data & Survey team within the Finance & Corporate Support department falls into that category.

The key tasks delivered within the Ticketing & Data and Survey have changed in recent years and will continue to change particularly as processes are modernised and new technology is introduced.

Subway ticketing processes have matured and evolved in the last ten years since the introduction of smartcard ticketing. ZoneCard ticketing arrangements, currently administered by the Data & Survey team, will undergo significant modernisation during 2024. This will change many of the tasks delivered by this team.

3. Outline of Proposals

Following a review by the Ticketing Commercial Team Leader and Director of Finance & Corporate Support and discussion with the Strategy Group, a new structure of the Ticketing team was proposed which would decrease the number of posts in the Ticketing team from 6.8 to 6, with the aim of addressing the following issues:

- Preparing for anticipated change in the tasks to be carried out relating to ZoneCard post modernisation
- Preparing for further development of smart and integrated ticketing
- Alignment of resources and skills with the tasks to be delivered
- People development and career path
- Succession planning

Consultation with the relevant trade union and affected staff concluded on 19 March 2024 and resulted in:

- The creation of the new Ticketing team.
- The creation of new positions within the department: Ticketing Manager, Ticketing Officer, Customer Service Administrator (Subway) (2 Posts), Customer Service Administrator (ZoneCard) (2 Posts).

The current and proposed structures are attached at Appendices 1 and 2. The number of staff affected by these proposals is 5 (2 posts are vacant). All internal interviews and appointments have been concluded with 3 existing staff members accommodated within the new structure. Recruitment for the 3 new posts is underway.

4. Committee action

The committee is recommended to note:

- The recent restructure of Ticketing and Data & Survey team as outlined and that a full staff and trade union consultation was undertaken.
- The revised structure has been implemented operationally, with all internal appointments concluded and external recruitment for 3 new posts underway.
- A decrease from 6.8 to 6 full time equivalent posts in the Ticketing team.
- Formally note the adoption of the revised structure.

5. Consequences

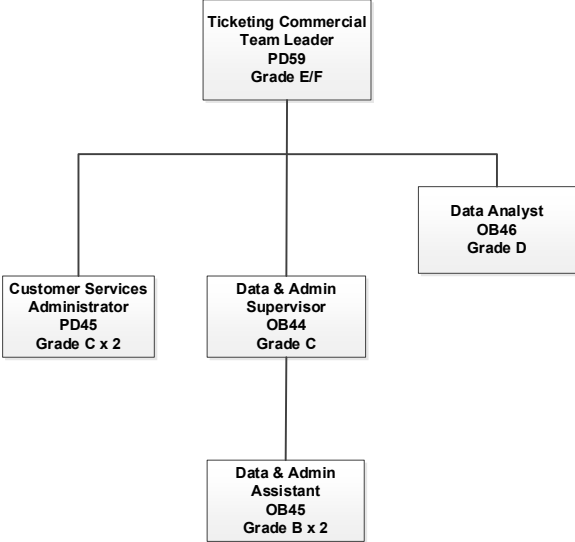
Policy consequences	<i>None directly.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>Decrease in number of posts will result in a reduction in the 2024/2025 revenue budget.</i>
Personnel consequences	<i>A proposed decrease in headcount and full compliance with all SPT reorganisation policies.</i>
Equalities consequences	<i>An Equalities Impact Assessment was carried out.</i>
Risk consequences	<i>None directly.</i>
Climate Change, Adaptation & Carbon Consequences	<i>None directly.</i>

Name Lesley Aird
Title Director of Finance & Corporate Support

Name Valerie Davidson
Title Chief Executive

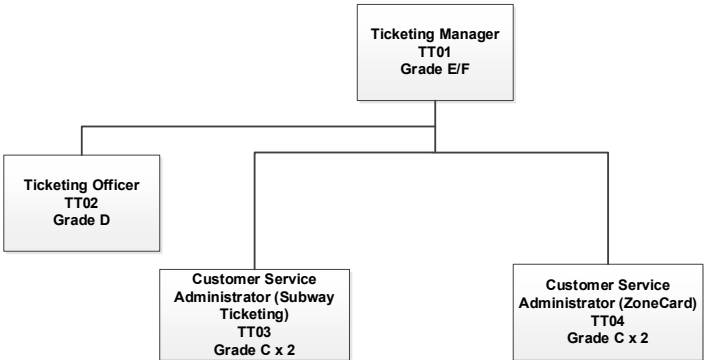
For further information, please contact *Lesley, Director of Finance & Corporate Support, on 0141-333 3380 or Janice Morgan, Head of HR, on 0141-333 3414.*

**TICKETING AND DATA & SURVEY
- CURRENT STRUCTURE**



FTEs = 6.8
Occupancy 4.8

**TICKETING
- PROPOSED STRUCTURE**



FTEs = 6

APPENDIX 2

CURRENT Employed				NEW			
Job Title	Grade	FTE	Vacancies	Role	Grade	FTE	Effect
Ticketing Commercial Team Leader	E/F	1		Ticketing Manager	E/F	1	
Customer Services Administrator	B/C	2		Ticketing Officer	D	1	
Data Analyst	D	1		Customer Services Administrator (Subway)	B/C	2	
Data & Admin Supervisor	C	0.8		Customer Services Administrator (ZoneCard)	B/C	2	
Data & Admin Assistant	B	2	2				
Department Total		6.8	2	Department Total		6	-0.8