



**Edinburgh
Trams**

Ticketing Services Assistant

As a Ticketing Services Assistant (TSA) you will be the face of Edinburgh Trams frontline customer service. Working as a TSA is a unique career opportunity which will see you as an Ambassador for Edinburgh. At Edinburgh Trams we are big on promoting from within our company with many of our staff members starting as a TSA and developing into different roles across the business.

But before you apply, we want to make sure that not only are you right for us but that we are right for you too. Take a look at some of the information that we think is useful for you to know before applying for the job:

53%

of our workforce have had internal promotion since they started.

32%

of our workforce who started in a TSA role, now work in other areas of the business.

Key Points:

- TSAs work on a rota of 5 days over 7 but typically work four days on and 2 days off (below you can see an example of our TSA rota).
- Our earliest start is 4.43am and our latest finish is 00.38pm.
- Your rota can be viewed months in the future to help you plan.
- You have the ability to swap shifts with other colleagues in your job role.
- You will get 33 days annual leave, 25 days of this will be rostered in a cycle over the year.
- Your remaining 8 days are for you to book for yourself.

Example Roster

	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
Week 1	15.54-23.50	15.34-23.59	Day Off	Day Off	04.45-13.04	04.57-12.27	04.57-13.45
Week 2	05.06-13.19	Day Off	Day Off	07.00-16.00	07.00-16.00	14.00-22.00	14.00-22.00
Week 3	Day Off	Day Off	05.06-13.38	04.57-12.27	04.57-12.27	05.06-13.38	Day Off
Week 4	Day Off	15.23-00.27	15.34-23.59	15.32-00.27	15.23-00.27	Day Off	Day Off
Week 5	06.10-14.27	13.26-22.16	13.26-22.16	13.26-22.16	Training Day	Day Off	15.08-00.09