

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Transport Officer (Local Bus Operations)
Grade	PS7	Reports to (role title)	Bus Service Planning Team Manager
		Directorate	Environment & Infrastructure
JE Band	228-268	Service	Highways
		Team	Local Bus
		Date Role Profile was created	May 22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Undertakes work to satisfy the Council's obligations, policies and interests in terms of bus service operational issues, contract management and the provision/updating of roadside infrastructure and information. Works closely with Infrastructure Inspectors to manage implications for bus services as a result of road works, temporary road closures and bus stop suspensions, with least disruption for the travelling public and bus operators. Works in partnership with internal/external parties to coordinate diversion routes for buses during road closures. Produces notices which inform the travelling public of bus stop closures and alternative bus stops which are posted at the roadside and on the council's website. Ensures all interested parties are kept informed in a timely manner. Processes bus stop suspension generated from the imposition of bus stops closures.
Work Context	<p>Due to the nature of this work and current requirement to provide printed material to the Infrastructure Inspectors at short notice and the requirement to liaise with colleagues the post-holder will be classed as venue centric working from the Woking office 5 days a week, as systems and processes are reviewed there may be some flexibility on this.</p> <p>Daily contact with bus operator personnel, other Council colleagues (eg. Highways/Children, Families & Learning colleagues), utility companies and contractors, schools/colleges, elected members and the general public. This post will support and work closely with Infrastructure Inspectors and Service Planning Officers within the team and will take direction from them as required.</p> <p>The work base will at Victoria Gate, Woking.</p>
Line management responsibility if applicable	Although the post does not have formal line management responsibility, the post-holder will assist in planning and enabling the workload of a small team of Infrastructure Inspectors.
Budget responsibility if applicable	No direct budget responsibility. The context of the role is working in support of annual spend on local bus contracts in excess of £12m and facilitating income from the imposition of contractual penalties and fees from Utility companies for bus stop suspensions.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</p> <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</p> <ul style="list-style-type: none"> • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> • May assist in the management of a small budget or recovery of income.
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	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically, previous work experience in a relevant environment.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Proven experience in the field of bus service operations and administration matters would be an advantage as would some geographical knowledge of the county and its public transport networks, or the ability to demonstrate this can be learnt.</p> <p>Educated to A level standard or equivalent with a good command of English as the spoken or written word.</p>

Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.
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