

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Safer Travel Support Officer
Grade	PS7	Reports to (role title)	Senior Safer Travel Officer
		Directorate/School	Environment Transport and Infrastructure
JE Band	228-268	Service / Department	Road Safety and Sustainable Schools Travel Team, Strategic Transport Group
		Date Role Profile was created	Aug-21

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	To support development and implementation of the new pedestrian training programme for Surrey schools. This is a customer facing service and so should aim to put the needs of customers at the centre of delivery as well as being financially sustainable. To assist in the recruitment processes of bank workers who are employed to deliver the pedestrian training scheme. To support surrey schools who participate in the nationally recognised Modeshift STARS School Travel Plan scheme.
Work Context	The aim of the Road Safety and Schools Sustainable Travel Team is to reduce road casualties, reduce anti-social driving and promote more walking and cycling. This will be achieved through highway safety engineering and infrastructure improvements, working with the police on the enforcement of road traffic law (particularly using safety cameras), and education, training and promotional campaigns to improve pedestrian and cycling skills and improved road user behaviour. The provision of pedestrian and cycle training and a large part of the promotion of active travel is via schools. The Safer Travel Team is integral to the promotion of active and sustainable travel through the production of school travel plans. The team works closely with a range of other teams in the council's Environment and Infrastructure Directorate including Highways, Transport Policy, Major Schemes, Education, Passenger Transport and Transport Development Control. The team also regularly responds to queries from county council members and schools and works with District and Borough colleagues, members and parish councils.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	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. Policy and Compliance - Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. 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. - 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. Resources - May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation - 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. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• 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.
Details of the specific qualifications and/or experience if required for the role in line with the above description	A detailed knowledge of either pedestrian training /behaviour change programmes or school travel plans. Knowledge and understanding of approaches and methods used to change behaviours of individuals and organisations. Working knowledge and understanding of the Modeshift STARS travel plan recording system Experience of working in a team environment Experience of effective partnership working. The post is based at Quadrant Court in Woking, and the post holder is required to travel around the county, so will require a valid driving licence and access to a vehicle. There may be occasional meetings and conferences to attend elsewhere in the country. The post will be subject to an enhanced DBS clearance
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.
Reference Number	BM-2021-504

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