

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Senior Transport Officer (DDRT)
Grade	PS10	Reports to (role title)	Passenger Transport Projects Team Manager
		Directorate	Environment, Transport & Infrastructure
JE Band	371-438	Service	Highways & Transport
		Team	Passenger Transport Projects Team
		Date Role Profile was created	01/05/20205

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 be responsible for the monitoring, contract management and delivery of the Surrey Connect Digital Demand Responsive Transport (DDRT) services. To ensure that the DDRT services operate effectively and efficiently and to secure best value for money for Surrey County Council. To identify new opportunities to maximise passenger usage, operational value and income recovery. To continuously review service operation and to take action where services are not operating efficiently. To liaise with service providers, vehicle suppliers, maintenance contractors and the local communities. To work with our software scheduling and booking provider to ensure that customers receive the optimal service. To lead the roll-out of future phases of the Surrey Connect DDRT programme. To be responsible for co-ordinating data and information on service performance and the reporting of this information. To be responsible for the financial control and management of the scheme budget, and partnership agreements between Surrey County Council and the transport providers.
Work Context	The Passenger Transport Projects Team sits within the Strategic Transport Group and provides expert advice to other units within the Council, and to other external organisations on how improvements to passenger transport can be realised. The team also works with partner organisations: Central Government, bus operators, other County Councils, District and Borough Councils, neighbouring local authorities, Highways England, Transport for London and London Boroughs. The Surrey Connect DDRT is a digital on demand bus service that is available in Surrey to support residents to access essential services, such as employment, education and training, health care and essential food shopping. Operation is currently up to 28 electric minibuses across the county. Services are currently provided by three not for profit transport providers based in Surrey.
Line management responsibility if applicable	There are no line management responsibilities
Budget responsibility if applicable	No direct budget responsibility. To support the Passenger Transport Projects Team Manager with the management of the DDRT revenue budget of circa £5m annually.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. <p>People and partnerships</p> <ul style="list-style-type: none"> • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>Resources</p> <ul style="list-style-type: none"> • Assist with budget/resource/ funding management in accordance with the council policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <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"> • Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Essential:</p> <p>Educated to Degree standard (in a relevant subject i.e. transport, engineering, planning, built environment, geography, ICT, economics, science OR equivalent demonstrable work experience in a transport or environment related field.</p> <p>Practical experience of working with public transport providers and demonstrable knowledge of relevant legislation and operations.</p> <p>Experience in working with individuals businesses, and other organisations.</p> <p>Experience of managing contractors.</p> <p>Problem solving and analytical skills</p> <p>Desired:</p> <p>Knowledge of demand responsive transport</p>
<p>Role Summary</p>	<p>Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>
<p>Reference Number</p>	<p>BM-2025-154</p>