

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Transport Officer, Infrastructure
Grade	PS7	Reports to (role title)	Bus Service Planning Team Manager
		Directorate	Environment, Transport & Infrastructure
JE Band	228-268	Service	Highways & Transport - Strategic Transport
		Team	ST Bus Service Planning
		Date Role Profile was created	Feb-18

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 maintain in a safe, clean and up to date condition the roadside bus stop signage and information displays throughout the county, in order to inform bus users. To give professional advice on the location of stops and to plan and implement temporary changes to bus routes and stops as a result of road closures and other street works, to minimise the impact on the travelling public. To monitor and report irregularities observed on bus services contracted by the Council. To give advice to bus companies to enable them to run their services in a safe and sensible manner.
Work Context	This is a mobile outdoor position, primarily working from home and largely unsupervised on a day-to-day basis. A van will be supplied by the Council, suitably-equipped for the purpose and to be kept at the postholder's home. The greater part of the working week is spent in the field, in various weathers. The work requires a degree of fitness, such as working with ladders and awareness of safety requirements for working on the Highway. Requires a high degree of self-motivation and organisation, but also working as directed by office-based Transport Officers. There will be engagement with the public, bus operators including their drivers/supervisors, suppliers, streetworks contractors/utility companies/SCC contractors and Highways and other SCC colleagues. Also with the police and elected members at various Councils, when attending site meetings to represent the County Council.
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: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

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	Geographical knowledge of Surrey and experience of similar work (including DfT Chapter 8 qualified or NRSW White Card) an advantage * Ability to use hand tools and ladders safely and effectively * Must be in good health and physically-able to undertake the work * Full clean UK driving licence * DBS disclosure will be required
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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