

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	10RT	<b>Role Title</b>	Senior Transport Officer - Route Improvement
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	Passenger Transport Projects Team Manager
		<b>Directorate</b>	Place
<b>JE Band</b>	371-438	<b>Service</b>	Highways & Transport
		<b>Team</b>	Passenger Transport Projects Team
		<b>Date Role Profile was created</b>	Oct-25

## 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.

<b>Role Purpose</b> including key outputs	To identify, develop and implement a range of passenger transport improvements in accordance with the objectives of the Surrey Transport Plan, and our Bus Service Improvement Plan. To lead on the programme of end to end bus corridor studies to establish a costed programme of interventions to increase passenger satisfaction, increase bus ridership, reduce bus journey time and improve bus reliability. To identify and secure funding to deliver the improvement programme. This will require close stakeholder collaboration and cross service working to secure a cost effective and successful delivery.
<b>Work Context</b>	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. Passenger transport infrastructure in Surrey includes circa 7,000 bus stops, 1,100 bus shelters, 600 real time passenger information displays and three bus stations. There are 84 rail station and public transport corridors serving two of the busiest airports in Europe, Heathrow and Gatwick. The team also works with partner organisations: Central Government, bus operators, community transport sector, health agencies, other County Councils, District and Borough Councils, neighbouring local authorities, National Highways, Transport for London and the rail industry. The County Council's Bus Service Improvement Plan (BSIP) sets out our priority areas for investment and growth within the public transport sector in Surrey. The Surrey Transport Plan identifies the ambition of growth in the usage of bus services.
<b>Line management responsibility</b> if applicable	There are no line management responsibilities
<b>Budget responsibility</b> if applicable	Financial budget will be managed by the Team Manager however the postholder will need to demonstrate budgetary awareness and accountability. The current programme has a budget circa £12million

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Implement countywide strategies and support the development of long term planning.</li> <li>• Lead projects and reviews within a technical area of work to support and enhance service delivery.</li> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> </ul> <p>Policy &amp; Compliance</p> <ul style="list-style-type: none"> <li>• Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards.</li> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> </ul> <p>People and partnerships</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/ funding management in accordance with the council policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.</li> <li>• May require a specialist technical qualification or membership of an appropriate professional institution.</li> <li>• Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area.</li> <li>• May require previous management experience including staff supervision, development and organisational skills.</li> <li>• Proven ability to apply project management principles and techniques to manage a range of projects through to completion.</li> <li>• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.</li> <li>• Comprehensive knowledge of computerised business systems.</li> <li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Educated to Degree standard (in a relevant subject i.e. transport, engineering, planning, built environment, geography) OR equivalent demonstrable work experience in passenger transport</p> <p>Practical experience of working with public transport providers.</p> <p>Experience of scheme identification and development.</p> <p>Significant experience of project management and successful project delivery.</p> <p>Experience in working with individuals businesses, and other organisations.</p> <p>Experience of working within a project improvement culture and have an understanding of successful delivery.</p>
<p><b>Role Summary</b></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><b>Reference Number</b></p>	<p>BM-2026-038</p>