

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Job Title	Transport Officer (Concessionary Travel and Ticketing)
Grade	S7	Reports to (position title)	Passenger Transport Projects Team Manager
		Directorate	Place
JE Band	228-268	Service	Highways, Transport and Network Management
		Team	Passenger Transport Projects Team
		Date Job Profile was created	Mar-16

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. This role profile 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	<p>To oversee the day to day administration and coordination of the delivery and operation of travel and ticketing initiatives, including the English National Concessionary Travel Scheme (ENCTS) and LINK schemes.</p> <p>The role holder will be supporting the Passenger Transport Projects Team Manager and Senior Transport Officer (Concessionary Travel & Ticketing) to ensure that the schemes operate efficiently and effectively. The role will also provide support across the Passenger Transport Projects Team.</p> <p>The postholder will be responsible for:</p> <p><u>Scheme Administration</u></p> <ul style="list-style-type: none"> • Oversee the day to day administration of the ENCTS and LINK schemes, effectively and efficiently. • Assess eligibility for Older Person and Disabled Person ENCTS passes in line with statutory criteria defined in national legislation and SCC policies. • Maintain and update customer records to ensure accuracy and compliance. • Ensure Surrey specific policies align with the national statutory framework. <p><u>Customer Service & Communication</u></p> <ul style="list-style-type: none"> • Manage customer inboxes and written correspondence. • Communicate clearly and professionally with customers via email, phone, and letter. • Provide information on eligibility, documentation and pass usage. <p><u>Stakeholder & Partner Support</u></p> <ul style="list-style-type: none"> • Provide technical and scheme advice to the Contact Centre, libraries, and internal colleagues. • Deliver system and scheme training sessions for staff on ENCTS legislative requirements and local scheme rules. <p><u>Content & Training Materials</u></p> <ul style="list-style-type: none"> • Ensure website information, forms, guidance, and training materials are current, accurate, and aligned with ENCTS legislation. • Update internal process documents following legislative updates or system changes.
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Work Context	<p>The English National Concessionary Fares Scheme (ENCTS) provides free bus travel for the elderly and disabled throughout England. The LINK card scheme provides half fare bus travel to residents under 21 years. There are 160,000 ENCTS passes and 20,000 LINK cards in circulation in Surrey.</p> <p>The post holder will work closely with key partners to ensure that these schemes continues to be a success. This includes internal partners (IT, Procurement, Legal, Libraries, Contact Centre) and external partners (bus operators, voluntary organisations and user groups).</p> <p>The role will also be expected to work with national bodies, e.g. the Local Government Association and the Department for Transport to ensure that Surrey responds to ENCTS issues effectively and efficiently.</p>
Line management responsibility if applicable	There is no line management responsibility
Budget responsibility if applicable	There is no budget responsibility. The overall budget for both schemes is circa £10m for 26/27
Representative Accountabilities	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <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</p> <ul style="list-style-type: none"> • 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. <p>Resources</p> <ul style="list-style-type: none"> • May assist in the management of a small budget or recovery of income. <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>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<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. • 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	<ul style="list-style-type: none"> • A good working knowledge of the Transport Act 1985, Transport Act 2000, Concessionary Travel Act 2007 and relevant Department for Transport notices and guidance • An understanding of relevant Government and County Council policies and objectives, including procedures and legislation, in relation to ENCTS and ticketing schemes. • Awareness of the political framework and workings of local government. • Experience of customer care and can demonstrate a customer focussed approach. Be able to demonstrate experience with continuous improvement. • Experience of public transport ticketing schemes and working knowledge of digital platforms.
Role Summary	<p>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.</p>

Reference Number	BM-2016-017
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