

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Senior Transport Officer (Projects and Delivery)
Grade	PS10	Reports to (role title)	Passenger Transport Projects Team Manager
		Directorate	Place
JE Band	371-438	Service	Highways, Transport & Network Management
		Team	Passenger Transport Projects Team
		Date Role Profile was created	Mar-24

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 identify, develop and implement a range of passenger transport improvements in accordance with the objectives of the Surrey Transport Plan, the Greener Futures programme and our Bus Service Improvement Plan. To be responsible for the management and delivery of the BSIP and any other passenger transport infrastructure improvement programme in Surrey. This will require close stakeholder collaboration and cross service working to secure a cost effective and successful delivery.
Work Context	The Passenger Transport Projects Team sits within Transport & Road Safety 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, National Highways, Transport for London and London Boroughs. 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.
Line management responsibility if applicable	There are no line management responsibilities
Budget responsibility if applicable	Financial budget will be managed by the Team Manager however the postholder will need to demonstrate budgetary awareness and accountability.

<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 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.</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>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. Practical experience of working with public transport providers. Experience of managing and delivering infrastructure schemes of varying scale. Experience in working with individuals businesses, and other organisations. Significant experience of project management and successful project delivery. .</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>

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
A - Creation of a new role	Please provide context to the creation of this new role.	
B - Creation of a new role as a result of a reorganisation	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	
C - The profile has been reviewed to more accurately reflect the existing duties of the current role	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
Date new role profile has been agreed with the role holder(s) Reason C of the business case only		
OM Number of the position - Reason C of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		20078151
Current grade of the position - Reason C of the business case		S10
Manager's OM Number this role reports to - Reasons A,B, C above		20069628

Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
David Ligertwood	Passenger Transport Projects Team Manager	01/03/2024

Requesting manager to confirm:		
1. Head of Service approval for the creation/amendment of the role 2. Senior Manager confirmation of the available budget Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation.		
Position	Name	Date of approval
Head of Service		
Senior Manager		

To be completed and approved by an HR Advisor
HR Advisor to confirm that the role is at a correct level within the particular Job Family

Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor	Fliss Porton-Shaw	17/04/2024

To be completed by JE Coordinator	
Reference Number	BM-2024-093