Job title Transport Support Officer - Mainstream

Grade 5

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

Have access to more good jobs and share the benefit of economic growth

Live in thriving and sustainable communities

Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

Directorate Purpose and Values

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the county council’s Economy, Infrastructure and Skills directorate (EIS). The vision for EIS is to help Staffordshire’s economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose

The Transport Operations and Future Connectivity Team delivers a number of statutory services, including home to school transport for c8,000 Staffordshire children and management of the English National Concessionary Travel Scheme for older people and those with disabilities. The team are responsible for the delivery of sustainable travel projects and initiatives, local supported bus services, public transport infrastructure, information and publicity, and development of low emission and electric vehicle charging infrastructure.

The team is actively involved in developing funding bids when funding streams become available.

Reporting Relationships

Responsible to: Transport Co-ordinator – Team Manager Mainstream

Responsible for: Transport Support Officers

Key Accountabilities:

1. Assisting with the planning and organisation of local bus, education, and special needs transport services, including arrangements needed to maintain services during road closures.
2. Assisting with the procurement and management of these services, including the preparation and analysis of procurement documents, the award and management of contracts including the processing of invoices, and the allocation and administration of travel passes.
3. Acting as the first point of contact for elected representatives, members of the public, parents, educational and other relevant establishments, and transport operators on all matters related to these services.
4. Assisting with Risk Assessments for passengers travelling in wheelchairs, or with other special transport needs, and provide advice to operators in connection with such assessments.
5. Assisting with route assessments, including potential boarding, and alighting points, and with assessments of walking routes in accordance with established policy.
6. Following established procedures for consulting on and communicating proposed service changes with members of the public, parents, and educational and other relevant establishments.
7. Assisting with the monitoring of transport services, including the organisation and analysis of surveys and inspections.
8. Representing the Council at public meetings and attending meetings of the County Council and other organisations as required.
9. The postholder should be prepared to undertake further training as and when required.
10. The postholder should be prepared to undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post, including occasionally working outside normal office hours.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:-

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident****Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** 5 GCSE’s (grade C or above, or equivalent) including English and Math’s
* NVQ II, or equivalent
 | A/I |
| **employer_small****employer_small****employer_small****employer_small** | **Knowledge and Experience*** Experience in the planning and delivery of passenger transport services or other customer focused public service
* Demonstrable awareness and understanding of customer needs, including those relating to disability and equality, with particular focus on the transport requirements of vulnerable children and adults
* Demonstrable understanding of passenger transport operations, including route planning and scheduling
* Experience of working effectively in a demanding, customer focused environment with an ability to deal appropriately with sensitive issues
* Experience of participating in multi-disciplinary teams
 |   A/I |
| **employer_small****employer_small****employer_small** | **Skills*** Excellent communication (oral and written)
* Excellent organisational and time management skills with an ability to prioritise competing demands and meet deadlines
* Ability to think logically and to make rational decisions based on evidence
* High level of computer literacy
* Confidence in your own ability with a commitment to the delivery of excellent public services
* Self-awareness, with a commitment to personal and employee development
* A flexible approach in order to respond to the changing needs of the service
 | A/IA/I |

**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300