



# Role Profile

## Bus Station Supervisor

Reference No.	I462.01	Type	Individual
Service	Assets, Transportation & Environment, Transportation Service		
Job Family	Technical 5	Grade	FC5

### Purpose

To oversee the day to day operations within the Council owned bus stations in a safe and effective manner and to provide a “customer focused” point of contact for all users of the facility.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Assisting Lead Consultant Bus Networks and Stations in the performance of his duties.	<p>Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent</p> <p>Ability to provide a regular and effective service</p> <p>Experience of working in a bus operational/facility management environment (Deliver results – See 'How We Work Matters' Framework)</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
Overseeing the day to day operations at the bus stations within Fife ensuring that operators comply with the conditions of use as well as providing a customer focussed point of contact providing advice and travel information to the users of the bus station	<p>Experience in a supervisory role within a public transport/bus station environment (Focus on customers)</p> <p>Knowledge of local bus network</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

E = Essential Criteria D = Desirable Criteria

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	Driving Licence		✓
Assisting with the day to day administrative duties within the bus station such as record keeping, cash collection, banking and preparing reports for the Lead Consultant or his staff as requested.	Record keeping skills	✓	
	Numeracy skills		✓
	Experience of monitoring income and cash control methods		✓
	IT skills (Embrace technology and information)	✓	
Interpreting local bus registrations and timetables, allocating stances to operators in accordance with the bus stations conditions of use.	Experience of reading and interpreting bus registrations and timetables		✓
Liaising with bus operators and their staff in respect of day to day operational matters to ensure the safe and efficient operation of the bus station.	Knowledge and an understanding of public transport operations and passenger needs	✓	
Resolving difficulties regarding the operation of the Bus Station as and when they arise.	Organisational Skills	✓	
Directing bus movements within the concourse.			
Inspecting the facility regularly, reporting faults and requesting repairs as appropriate.	Knowledge of building maintenance procedures within Fife Council		✓
Provide advice/travel information and general assistance to the users of the bus station, dealing with any complaints in a professional and customer focussed manner.	Communication skills (Focus on Customer)	✓	
	Initiative taking skills (Take ownership)	✓	
Ensuring that the operation of buses within the Bus Stations is in accordance with the appropriate regulations and conditions of use ensuring that compliance is met with current Health & Safety.	Knowledge of Health & Safety issues	✓	
	Knowledge of Health and Safety legislation		✓
Ensuring that all procedures are followed as contained with the operational instruction/guidance issued for each bus station.	Partnership working skills		✓
	Attention to detail skills	✓	

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Liaising with the Police Scotland with regards to incidents and antisocial behaviour initiatives.	Team working skills (Work together)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results