



Role Profile

PUBLIC TRANSPORT SURVEYOR

Reference No.	A4802	Type	Individual
Service	Roads and Transportation		
Job Family	Technical	Grade	FC4

Purpose

To assist in the monitoring of Fife Council's supported bus network and bus stop information by observing operators contract performance and carrying out passenger surveys. To ensure roadside information is accurate and in line with the Information strategy including the replacement and renewal of bus stop information.

To be responsible for the collection of information gathered from on board bus passenger surveys on Fife Council supported bus and school networks as well as commercial bus services.

To provide a customer focus approach providing advice and travel information to the users. Provide operational support and collate information to assist and support the development of the bus network in Fife. Interpret and analyse bus survey data and comments to support the Lead Consultant Bus Network and Stations in their duties.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting the Lead Consultant (Bus Network and Stations) ensuring the effective organisation and continuous delivery of a professional high-quality customer focussed service.

Person Specification: Skills, Knowledge,

Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Ability to provide a regular and effective service

✓

Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or O' Grades or equivalent

✓

Experience of working in a customer focused environment

✓

E = Essential Criteria D = Desirable Criteria

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Travelling primarily on local bus services and school bus services to carry out bus passenger surveys and collection of data including compliance checks associated with Fife Council Conditions of Contract which include ensuring that the quality of driving, levels of customer service, vehicle standards, and whether the route taken complies with the service registration / timetable.	Experience in face-to-face customer service		✓
Analysing and interpreting local bus registrations and timetables from bus operators.	Knowledge of public transport within Fife		✓
Providing advice/travel information and general assisting bus passengers, dealing with any complaints and or suggestions in a professional and customer focussed manner.	Initiative taking skills (Take ownership)	✓	
Being customer focused and providing excellent customer care skills.	Communication skills (Focus on Customer)	✓	
Having a comprehensive understanding of local bus services in Fife including interchange hubs such as bus stations and P&R sites.	Experience of reading and interpreting bus timetables and a knowledge of the bus industry	✓	
Interpreting and analysing bus passengers survey data using Microsoft Office 365 packages and associated survey software. Exporting, importing, uploading, downloading survey data as necessary and reporting the findings.	Record keeping skills	✓	
	IT skills, experience of Microsoft packages Outlook, Excel, Word (Embrace technology and information)	✓	
Assisting the Lead Consultant with integrating data from different sources using excel and data collection systems.	Problem solving skills	✓	
	Numeracy skills	✓	
Carrying out compliance checks on roadside information ensuring that bus stops have up-to-date bus departure information.	Initiative taking skills	✓	
	Embrace Technology & Information	✓	
Collecting further information relating to the cleanliness, damage or missing information of bus timetable roadside information and reporting any relevant information to the Bus Network Team.	Experience of using smart devices	✓	
	Attention to detail skills	✓	

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

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

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.