



# Role Profile

## Technician (Bus Networks & Stations)

Reference No.	AA692	Type	Individual
Service	Roads and Transportation Services		
Job Family	Para-Professional 4	Grade	FC6

### Purpose

To provide technical and operational support for the design and monitoring of local bus services and mainstream school transport services. To manage changes to the commercial local bus network, to provide recommendations on the development of the supported bus network and to identify alternative transport solutions, incorporating the technical support for the bus stations, accessible transport & concessions and public transport information provision including assisting with the development of smart card technology whilst delivering high quality, customer-focussed services.

**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 & Stations) with the development of the public transport bus network whilst delivering the Unit's customer-focused approach to service provision, consistent with the Council's corporate and service objectives/policies. Incorporating assisting with the management of the operation of the Council's bus stations and park & ride sites.

Assisting the Lead Consultant to plan, arrange and monitor transport services, through surveys and checks with contractors, schools and other educational establishments to ensure that service specifications, current legislation relating to transport operation and relevant health and safety requirements are being adhered to.

### Person Specification: Skills, Knowledge,

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

**E**   **D**

Educated to SCQF level 7, which includes HNC in a relevant subject or Advanced Highers or equivalent

✓

Experience in the field of Passenger Transport

✓

Ability to provide a regular and effective service (Deliver results – See 'How We Work Matters' Framework)

✓

Experience of developing affordable, innovative solutions to provide passenger transport services (Take ownership)

✓

Knowledge of health and safety policy and procedures

✓

E = Essential Criteria   D = Desirable Criteria

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Analysing and interpreting local bus registrations from bus operators, to identify changes to the network assessing the effect of changes to the commercial bus network and make recommendations, with supporting documentation, for the provision of supported bus network (schools and local services) including the liaison with internal and external stakeholders in relation to roadworks / diversions.	Experience of reading and interpreting bus registrations and a knowledge of the bus industry  Problem solving skills  Knowledge of public transport within Fife  Experience of working under pressure and to meet tight deadlines	  ✓    ✓	✓    ✓
Collating and preparing financial and statistical information, as required, using various computer packages e.g. analysis of costs/financial projections/contract details/performance indicators/etc. Assisting the Lead Officer to apply appropriate audit, control and collection procedures to monitor expenditure and more effective use of resources.	Attention to detail skills  Numeracy skills	✓  ✓	  
Investigating and responding to internal and external enquiries, customer complaints and other correspondence regarding service delivery. Also liaising with relevant internal and external bodies to ensure management of the units activities whilst ensuring a customer-orientated approach with the emphasis on customer care and a service responsible to public needs.	Communication skills	✓	
Having an understanding of how local bus services and transport development fits in with the overall Council environment, economic and social strategies and policies.	Knowledge of policy and procedures within Fife Council  Knowledge of wider passenger transport legislation and legislation including the Transport Act 1985 and the Transport (Scotland) Act 2001	✓  ✓	
Liaising and consulting with transport providers, local councillors, community councils, members of the public, colleagues within the Service, other authorities and Regional partnerships on all aspects of transport provision.	Experience in dealing with the public (Focus on customers)	✓	

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Assisting with the implementation of local transport initiatives to deliver multi-modal transport options including assisting with the development of integrated ticketing arrangements. Assessing requirements and participate in the development of unconventional services and identify alternative transport solutions to supplement the local bus network in Fife.	Partnership working (Work Together)  Experience in People Transport/Transportation/Transport functions	✓  ✓	
Assisting the Lead Consultant in the preparation of all work policies and procedures within the Passenger Transport Unit for the supported bus networks including the Council's Bus Station and P&R sites incorporating the development of the Council's Bus Information Strategy and the development of smart card solutions and information.	Initiative taking skills	✓	
Assisting with the development of Fife Real Time Passenger Information (RTPI) feeds. Assessing requirements and providing advice which contributes to the development and improvement of innovative solutions for RTPI and roadside information including assisting in the development and implementation of IT projects to improve service delivery e.g. interactive maps / smart card technology / electronic monitoring.	IT skills (Embrace technology and information)	✓	
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:			
<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>

**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 – 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