



# Role Profile

<b>Transportation Officer – Bus Interchanges</b>			
Reference No.	I573.01	Type	Individual
Service	Roads and Transportation Services		
Job Family	Para–Professional 5	Grade	FC7

<b>Purpose</b>
To develop, coordinate and manage the 6 main bus interchanges in Fife ensuring that they are fit for purpose, safe for users and that they are maintained to a suitable standard.

<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>
Managing the day to day operation of the Council’s 4 Bus Stations and 2 main Park n Rides, liaising with transport operators, tenants and other Council services.	<p>Educated to SCQF level 7, which includes HNC or SVQ level 4 or equivalent.</p> <p>Ability to provide a regular and effective service (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Experience of working in a bus operational/facility management environment.</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

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Carrying out the day to day supervision of the 13 bus station supervisors who staff the 4 Council owned bus stations and respond to urgent/emergency situations and changes in priorities.	Experience of supervising and motivating staff	✓	
Ensuring practices and procedures at the bus interchanges are adhered to in accordance with the operations manual and ensuring upkeep and development of the same.	Record keeping skills  Knowledge of policy and procedures within Fife Council	✓	✓
Arranging for repairs and maintenance of Fife's bus interchanges responding to urgent/emergency as a priority.	Experience of writing procedural documents  Knowledge of building maintenance procedures within Fife Council		✓
Investigating and respond to internal and external enquiries, complaints and other correspondence relating to Fife's Bus Interchanges.	Communication skills  Initiative taking skills (Take ownership)	✓	✓
Assisting the Lead Consultant to ensure that each bus interchange complies with current Health & Safety legislation and that staff are aware of their responsibilities in this area.	Knowledge of Health & Safety issues  Knowledge of Health and Safety legislation	✓	✓
Assisting with the review of practices and procedure within the bus interchange environment to promote improvements to service delivery, customer satisfaction and more effective use of resources.	Problem solving skills	✓	
Assisting with the development and implementation of quality partnership, ensuring that performance standards are monitored and achieved.	Partnership working skills (Work together)  Persuading and influencing skills	✓	✓
Authorising and monitoring budgetary expenditure, and also assisting the Lead Consultant with the bus interchange facilities budget, (in excess of £1m) providing information for the preparation of budgetary estimates, spending profiles and plans.	Numeracy skills  Experience of budget monitoring	✓	✓

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Applying appropriate audit, control and collection procedures to monitor expenditure and ensure the recovery of all departure income charges and fees, including cash collection from public toilets etc.	Experience of monitoring income and cash control methods.		✓
Preparing invoice accounts on a 4 weekly basis for submission to each operator who uses the bus stations.	Attention to detail skills	✓	
Ensuring the retention of complete full life history of complaints, incident, accidents etc. for analysis and reports.	Organisational skills	✓	
Interpreting local bus registrations from bus operators, allocating stances to operators in accordance with the bus stations conditions of use.	Experience of reading and interpreting bus registrations and a knowledge of the bus industry.		✓
Providing IT support to bus stations, developing maintaining and promoting systems as appropriate.	IT skills (Embrace technology and information)	✓	
Acting as first point of contact for all operational issues at Ferrytoll and Halbeath Park n Rides, ensuring that standards are maintained and the operating agreement is adhered to.	Interpersonal skills	✓	
Assessing requirements and providing advice which contributes to the development of improvement schemes associated with Fife Bus Interchanges.	Analytical skills	✓	
Determining, implementing and managing temporary arrangements at bus stations and park n rides sites, during unplanned and planned incidents/events.	Experience of working under pressure and to meet tight deadlines (Focus on customers)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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

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

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"/>	

## 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