



Role Profile

Transportation Officer – Bus Networks			
Reference No.	AA693	Type	Individual
Service	Roads and Transportation Services		
Job Family	Para–Professional 5	Grade	FC7

Purpose
To assist the Lead Consultant, Bus Network and Stations, in ensuring the effective organisation and delivery of the technical and operational requirements of the local bus network in Fife incorporating the supported bus network and public transport information provision, 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:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting the Lead Consultant (Bus Network and 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.	<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 in field of Passenger Transport</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

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Maintaining an overview of the Unit's activities (Bus Network) in order to meet agreed targets by the allocation of resources to meet competing priorities and advise the Lead Consultant (Bus Network & Stations) of relevant issues as required. Monitoring budgetary expenditure, and also assisting the Lead Consultant with the local service supported services budget, (in excess of £4.5m) providing information for the preparation of budgetary estimates, spending profiles and plans.	Experience of developing affordable, innovative solutions to provide passenger transport services (Take ownership – See 'How We Work Matters' Framework) Numeracy skills Experience of budget monitoring	 ✓ 	 ✓ ✓
Deputising for the Lead Consultant (Bus Network & Stations) as required.	Ability to motivate, develop and support unit members using appropriate supervisory 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 passenger transport services (Deliver results) Knowledge of policy and procedures within Fife Council	✓ ✓	
Establishing and maintaining appropriate links with internal stakeholders including Finance and Customer First services and external stakeholders including vulnerable client groups, Bus operators, Rail operators, Transport Scotland and the Association of Transport Coordination Officers.	Communication skills (Focus on Customers) Partnership working (Work Together)	✓ ✓	
Seeking opportunities to maximise best value by persuing partnership working approaches, identifying methods of cost reduction and developing new methods of working and service efficiencies.	Initiative taking skills (Take ownership) Partnership working (Work Together)	✓ ✓	
Assisting the Lead Consultant (Bus Network & Stations) in the preparation of all work policies and procedures for the supported bus network including the Council's Bus Information Strategy.	Knowledge of wider passenger transport legislation and in particular legislation including the Transport Act 1985 and the Transport (Scotland) Act 2001	✓	
Be responsible for ensuring a customer-orientated approach with the emphasis on customer care and a service responsible to public needs presenting a sympathetic and friendly manner whilst ensuring confidentiality.	Communication skills (Focus on Customers)	✓	

E = Essential Criteria D = Desirable Criteria

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<p>Create service specifications for local bus contracts to identify best value outcomes and alternative solutions using unconventional services.</p> <p>Assessing requirements and providing advice which contributes to the development and/or improvement schemes associated with the bus network in Fife.</p>	<p>Knowledge of public transport within Fife</p> <p>Experience in People Transport/Transportation/ Transport functions (Focus on customers)</p>		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Analyse and interpret local bus registrations from bus operators, to identify changes to the network and provide support and guidance to the Unit ensuring demands on the public transport network are met and delivered on time ensuring changes to information provision are met.</p>	<p>Experience of reading and interpreting bus registrations and a knowledge of the bus industry.</p> <p>Attention to detail skills</p> <p>Problem solving skills</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>Assist with the management and co-ordination of all Fife Real Time Passenger Information (RTPI) data feeds, liaising with Traveline Scotland and SEStran to ensure accurate representation of Fife local bus services within the national journey planner, electronic departure screens, and all bus stop and bus station timetable information. Assessing requirements and providing advice which contributes to the development and improvement of innovative solutions for RTPI and roadside information.</p>	<p>IT skills (Embrace technology and information, Identifying future technology)</p> <p>Initiative taking skills (Take ownership)</p> <p>Partnership working (Work Together)</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Co-ordinate the systematic monitoring of the supported local bus network to ensure compliance with the contract specification. In addition arrange bus surveys, analyse information and make recommendation on the local supported bus networks.</p>	<p>Organisational skills</p> <p>IT skills (Embrace technology and information)</p> <p>Experience of monitoring and developing reporting methods.</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Liaise with transport providers, roads maintenance and traffic management colleagues, sometimes at short notice, where diversions to bus routes or alternative arrangements are required as a result of road closures and other incidents or events.</p>	<p>Partnership working skills (Work together)</p> <p>Experience of working under pressure and to meet tight deadlines (Focus on customers)</p> <p>Persuading and influencing skills</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
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