



Role Profile

Lead Consultant – Passenger Transport			
Reference No.	G436.01	Type	Generic
Service	Roads and Transportation, ATE Services		
Job Family	Team Manager 2	Grade	FC9

Purpose
Co-ordinate the activities and functions of the team with others within and out with the Service in order to deliver quality, best value and customer focused services.
Deliver innovative affordable solutions to continue to provide safe and sustainable transport solutions in light of increasing demand and difficult economic conditions.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Leading on the development and management of the European Blue Badge scheme (21,000 card holders in Fife and 7000 applications per annum) whilst delivering the Unit's customer-focused approach as above.
Leading on the development, implementation and operation of electronic systems for the management of above tasks linking in with other internal & external key stakeholders where relevant to improve service provision and rationalise resource requirements.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Educated to SCQF level 9, which includes a Degree or equivalent	✓	
Considerable period of experience working in or in liaison with Local Government or the public sector.	✓	
Post qualification experience in Transportation.		✓
Membership of an appropriate professional body or substantial experience in the Passenger Transport field		✓
Knowledge of systems and processes across the Council associated with Concessionary Travel and Blue Badge schemes (Embrace Technology and Information – See How We Work Matters	✓	

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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
Maintaining an overview of the Unit's activities in order to meet agreed targets by the allocation of resources to meet competing priorities and advise the Service Manager of relevant issues as required.	Experience of developing affordable, innovative solutions to provide accessible & concessionary travel schemes. Knowledge and understanding of passenger transport services (Deliver results)	✓	✓
Apply appropriate audit, control and collection procedures to monitor expenditure and ensure the recovery of all income charges and fees.	Knowledge of wider passenger transport legislation and in particular legislation including the Transport Act 1985 and the Transport (Scotland) Act 2001 and associated accessible transport legislation		✓
Prioritising objectives, meet deadlines and respond positively under pressure.	Experience in Demand Responsive Transport including Accessible Transport for Additional Support Needs school children and working with the third sector. (Working together)		✓
Ensuring the Unit budget information is available timeously for inclusion in any Team/ Service budget process.	Experience of managing revenue expenditure on accessible transport and concessionary travel provision programmes and budgets including budget reviews and developing savings proposals Hold a current valid driving licence	✓	✓
Establishing and maintaining appropriate links with other stakeholders including Legal, Finance and Customer First services	Communication skills (Focus on Customers)	✓	
Engaging with external stake holders including multifarious vulnerable client groups, Bus operators, Rail operators, Association of Transport Coordination Officers, Transport Scotland, the National Entitlement Card office.	Geographical knowledge of Fife, and location of advocacy groups for vulnerable clients particularly, areas served or which could be better served by Concessionary travel schemes of all types		✓
Assisting with efficiency & effectiveness reviews, implement policies, procedures and improvements, and provide input to Service Improvement Plans ensuring stated objectives are met.	Ability to provide regular and effective services	✓	

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Applying people management skills, e.g. contribution management, staff motivation, staff development, team building, conflict resolution and attendance management.	Experience and ability to motivate, develop and support unit members using appropriate supervisory skills (Take ownership)	✓	
Contributing to service planning and performance management processes	Knowledge of and ability to use Microsoft office and other specialist computer based applications efficiently	✓	
Managing the workload of the team ensuring a customer focussed approach.			
Deputising for the Service/Senior Manager as required. Attend committees to support the Head of Service / Senior Manager.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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
Accessible Transport & Concessions			
<p>To provide a leading role in the</p> <p>Strategic and operational management of Eligibility to Transport Scotland's National Entitlement Card scheme, the European Blue Badge scheme and the promotion of the Council's Accessible Transport services in a customer focussed manner. The NEC is worth £14M p.a. to 90,000 card holders in Fife. There are 7,000 applications for Blue Badges each year.</p> <p>Development and management of eligibility to Transport Scotland's National Entitlement Card (NEC) scheme (90,000 card holders in Fife worth £14.8M to the Fife economy), whilst delivering the Unit's</p>			

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<p>customer-focused approach to service provision, consistent with the Council's corporate and service objectives/policies.</p> <p>Development, management and the promotion of the Council's Accessible Transport and Concessionary Travel schemes.</p> <p>Development & implementation of best practice in Accessible Transport provision and Concessionary Travel schemes including the council's Rail concession schemes.</p>			
Bus Networks & Stations			
<p>To provide a leading role in the Strategic and operational management of the Council's Bus Stations and Public Transport Bus Networks (consisting of £6.5m of revenue expenditure) in a customer focussed manner.</p> <p>Development and operational management of the Council's bus stations and 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> <p>Development and operational management of the Council's bus stations and 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>			
Demand Responsive Services			
<p>To provide a leading role in the Strategic and operational management of the Council's Fife Bus Services (consisting of £2.4M of transport associated assets) in a customer focussed manner.</p> <p>Development of accessible demand responsive services whilst delivering the Unit's customer-focused approach to service provision, consistent with the Council's corporate and service objectives/policies.</p>			

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Development & implementation of best practice in vehicle & equipment specification & driving standards (accessible vehicles). Act as Link Officer to Fife Shopmobility Ltd and the RVS.			
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School Transport

<p>To provide a leading role in the Strategic and operational management of the Council's School Transport service (consisting of £14M of revenue expenditure p.a.) in a customer focussed manner.</p> <p>Development and operational management of the Council's School Transport Services including both Mainstream and Additional Support Needs children whilst delivering the Unit's customer-focused approach to service provision, consistent with the Council's corporate and service objectives/policies.</p> <p>Co-ordinating, developing and implementing school transport strategies.</p> <p>Co-ordinate the provision of information on proposals/changes to school operating times and their impact on transport services.</p> <p>Maintenance and development databases of Protection of Vulnerable Groups applicants by third party drivers from the Private Sector Transport Operators. Liaising with Disclosure Scotland and Police Scotland Child Protection unit when required.</p>			
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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 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