



# Role Profile

## Transportation Officer – Concessions & Accessible Transport

Reference No.	A4566	Type	Individual
Service	Roads & Transportation		
Job Family	Para-Professional 5	Grade	FC7

### Purpose

To assist the Lead Consultant (Concessions & Accessible Transport) in ensuring the effective organisation and continuous delivery of a professional high quality customer focussed service. Undertaking project and development work in the area of travel concessions and accessible transport to develop and further enhance systems, procedures and policies.

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

Take a lead supporting role in the 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).

**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 or Advanced Highers or equivalent	✓	
Significant post qualification experience	✓	
Member of an appropriate professional body (e.g. CILT)		✓
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)	✓	

E = Essential Criteria    D = Desirable Criteria

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<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>
Responsible for monitoring instances of reported or identified Blue Badge fraud and taking the appropriate action against fraudsters to minimise misuse.	Investigatory and problem-solving skills	✓	
Assisting in the development, implementation and promotion of the Councils Accessible Transport provision and Concessionary Travel schemes including the council's Rail concession schemes. Undertaking project and development work in the area of travel concessions and accessible transport to develop and further enhance the systems and procedures/policies in place.	Knowledge of passenger transport services	✓	
	Knowledge of wider passenger transport legislation	✓	
	Initiative taking skills	✓	
Deputising for the Lead Consultant (Concessions and Accessible Transport) as required.	Ability to motivate, develop and support unit members using appropriate supervisory skills	✓	
Researching and preparing reports for the Lead Consultant/Service Manager, working groups or committees on technical, performance and service delivery issues.	Awareness of the functions and services of local government.		✓
	Report writing skills	✓	
	Organisational skills	✓	
Recording and monitoring activity and performance within the unit against agreed targets.			
Assisting the Lead Consultant with budget management and monitoring	Experience in financial budgeting and monitoring		✓
Co-ordinating the Units response to Freedom of Information requests.	Knowledge of policy and procedures within fife council		✓
Ensuring the work of the team is fully compliant with the Data Protection Laws by keeping up to date with legislation and amending letters/databases/procedures as and when necessary.	Awareness of relevant legislation	✓	
	IT Skills (Embrace technology and information)	✓	
Establishing and maintaining appropriate links with internal stakeholders including Finance, Customer First services, Fleet services, Property services and external stakeholders including Bus Operators, Transport Scotland, vulnerable client groups and the Association of Transport Coordinating Officers.	Communication Skills (Focus on Customers)	✓	
	Partnership working (Work Together)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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<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.

<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>