

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT06-2693	Grade F
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Job purpose: Monitor and enforce prescribed regulatory areas, which will include but is not limited to, recommendations regarding infringement, resolution advice, event-based activities.

Grade F posts focus on providing advice and guidance to both internal and external stakeholders on less well established situations but still within a general framework. Posts at this level require the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels or national diploma or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Licence / certificate / qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Good communication and interpersonal skills, able to explain simple technical / legal issues in a straightforward manner. Assist and contribute towards technical reports. Awareness of other areas of the authority relevant to the service Good verbal and written communication skills. Good organisational skills and the ability to prioritise workloads and achieve deadlines. Nurate and accurate with attention to detail.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Identify areas where improvements could be made within own role. Plan and co-ordinate activities within a structured environment. Draft documentation will need to be reviewed by a senior colleague. Research and analysis of information to highlight and prioritise issues for further investigation. May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders. Co-operate with and support colleagues and managers. Escalate problems / issues as necessary. Be a point of contact for clients, providing immediate assistance where situations may not be straightforward. Liaise with external agencies / contractors to exchange information as required
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Make decisions on compliance / legal issues as required. Collate, enter, process and analyse information / evidence. Organise and maintain records and documents using appropriate process / system.
Resources	Little or no responsibility for physical or financial resources.

Factor	Relevant Job Information
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the Council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Passenger Transport Technical & Contracts Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT06-2693	Grade F
Number of posts:	2	
Service/Team:	Passenger Transport, Highways & Transport	
Reports to:	Bus Network Manager	

Job Family Overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers:

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event-based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function context

The overall responsibilities of the service/function are:

The Passenger Transport Unit (PTU) has an annual budget of £42 million, the majority of which is procurable spend. This budget is used to provide transport services for the following areas:

- Transport for 6500 pupils to mainstream schools.
- Transport for 1800 pupils with special educational needs.
- Transport, support and advise for SEND and social care purposes on behalf of both adult & children departments.
- Support and advise the commercial bus network.
- Support and advise to community transport groups.
- Support in the administration of the Councils Concessionary Fares Scheme

Job Purpose

- To support the Senior Transport & Contracts Officers to manage, organise, administer and procure safe, reliable and cost-effective public and mainstream education transport.
- To support the Senior Transport & Contracts Officers in overseeing the allocation of students to mainstream home to school transport and to assist with consultation and liaison with community representatives, schools / colleges, other local authorities, operators, public, local council and parish councilors and other stakeholders.

Specific duties and responsibilities include:

- To support the Senior Transport & Contracts Officers to ensure the performance of contractors and manage and supervise public and mainstream education bus transport contracts in a defined area of the county, including the monitoring of performance and taking appropriate action in respect of problems, failures and complaints, ensuring health and safety; and ensuring maintenance and updating of appropriate databases.
- To support the Senior Transport & Contracts Officers with the management and monitoring of transport arrangements being provided for students receiving home to school / college transport in a defined area of the County and allocate entitled pupils and students to that transport to ensure vehicles do not become overloaded and that service levels are achieved and improved performance.
- Participate in the risk assessment process where required.
- Represent and deal with enquiries and complaints from schools, colleges and operators,
- Organise and participate in a programme of contract monitoring exercises and surveys, utilising the Bus Monitoring officer and Transport and Contracts Officers when required (including checking and authorising their timesheets).
- To support the Senior Transport & Contracts Officers in implementing appropriate sanctions against contractors who fail to perform contracts in the correct manner, in

accordance with agreed procedure, and execute actions that should be taken against persistent or serious breaches of contract.

- Analyse survey data and statistical information provided by contractors.
- To support the Senior Transport & Contracts Officers with contract reviews and retendering programmes including analysis of survey data and statistical information, preparation of timetables, the compilation, production and distribution of tender documentation and ensure that copies of tender documentation and records are maintained for inspection.
- Maintain and update all relevant databases relating to bus stops, shelters and roadside bus display cases.
- To support the Senior Transport & Contracts Officers in commenting and making recommendations on the public and school transport implications of planning applications including advice on availability of public transport and identify the need for developer funding to enhance local bus network and infrastructure.
- To support the Senior Transport & Contracts Officers in continually reviewing existing transport networks to ensure efficiency and cost effectiveness.
- To support the Senior Transport & Contracts Officers with the preparation and implementation of detailed proposals to secure or adjust services to meet needs or to respond to a change in the level of resources available.
- To support the Senior Transport & Contracts Officers in the assessment, analysis and collation of transport survey data, typically involving preparation and presentation to managers of conclusions and the formulation of recommendations.
- Prepare and respond to complex and/or controversial queries and complaints received face to face, email, letter or by telephone.
- To support the Senior Transport & Contracts Officers in compiling, completing, raising and administering invoices from/to, suppliers, schools other councils and organisations.
- Where required, compile associated paperwork and data to be used in the procurement process.
- Participate in a programme of contract monitoring exercises and surveys.
- To support the Senior Transport & Contracts Officers in the design of new or the alteration of bus and school / college services to maximise public transport needs, requirements and cost effectiveness within Council's Policy and budgetary constraints.

Roadworks

- To support the Senior Transport & Contracts Officers advising stakeholders, the public and other interested parties on all roadwork and bus stop suspension.
- Ensure that accurate and up to date roadside timetable displays are provided at key bus stops and that passengers travelling on bus services funded by the council are notified in advance of changes being made to them.
- To support the Senior Transport & Contracts Officers by attending road works meetings and discuss the implications of road closure schemes with utility companies, developers and other council employees (this could include Parish / Town and Wiltshire Council Councillors). During these meetings, the post holder is expected to identify & advise on

implications that could affect the Wiltshire Council bus network and may have significant cost implications to the Passenger Transport budget.

- To support, establish and maintain strong links between the Passenger Transport Unit and the Street Works Team, Highways Teams and the Highways Term Consultant, to identify roadworks that will impact upon the safe and timely operation of passenger transport in Wiltshire.
- Attend all relevant Street Works meetings to determine what roadworks are planned.
- To support and liaise with bus and coach suppliers to determine the impact roadworks might have and devise solutions that best fit the need of the travelling public, whilst keeping any essential increase in cost to a minimum.
- In conjunction with other staff in the Bus Network Team, ensure that any temporary diversions are risk assessed and deemed as safe as reasonably possible and provide bus and coach operators with the relevant information in order to perform the diversion safely and correctly.
- Produce and erect notices at affected bus stops informing the public of the impact roadworks may have on their travel needs.
- Utilise appropriate social media platforms to ensure the travelling public are kept informed of any disruption to passenger transport services.
- Where required, contact schools and parents of children travelling on transport affected by roadworks to keep them informed of any disruption or proposed changes to their journey.
- Manage enquiries from the public relating to the impact of any roadworks and provide information on the agreed solution.
- Ensure that the specific arrangements agreed for school and public transport have been executed on the ground by the utility company or highways term contractor.
- Maintain an up-to-date list of any additional costs associated as a direct result of roadworks and organise for the recharging and invoicing of works where necessary.

Specific requirements for this post:

- N/A

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- BTEC National, or equivalent professional qualification in an engineering or passenger transport environment and/or relative experience within a regulatory and/or highways / passenger transport background.
- ITQ 2 or equivalent skill and ability with significant experience of working with Microsoft Office or similar publishing tool, in order to design clear and concise notices and publicity.
- Proven ability to effectively use customer service and negotiation skills, including

managing difficult customers and contractors during telephone calls.

- Experience in the use of specialist equipment / systems / techniques relevant to the role especially knowledge of how to use social media and the importance of social media in this role.
- The ability to manage demanding priorities competently and stay calm under pressure.
- Knowledge of relevant transport legislation and the transport industry.
- Knowledge of Health and Safety.
- Knowledge of Safeguarding and attendance at appropriate training.
- Previous experience of defusing potentially contentious, aggressive and challenging situations both on the phone and in person.
- Previous experience of coping with a highly stressful role that may be expressed as anger and frustration towards the post-holder. The post holder needs to be able to withstand these psychological demands.
- Ability to communicate effectively both verbally, face to face and in writing.
- Ability to work with the transport operators and the other bodies to achieve results.
- Ability to quickly resolve day to day operational problems as they arise with minimal or no supervision.
- Ability to interpret timetables and prepare publicity material with minimal or no supervision.
- Ability to understand the geography of Wiltshire.
- Eye for detail when preparing roadside and service change publicity.
- High level of accuracy, particularly when proof-checking publicity.
- Ability to deal confidently with large numbers of school children when monitoring school bus services or conducting bus pass checks on school/college buses.

Desirable

- An Understanding of the implications of the Traffic Management Act.
- Knowledge and understanding of the Education Transport Policy and the importance to the Council of ensuring that the policy is adhered to.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>