

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT07-2584	Grade G
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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, and event based activities.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures. These posts also require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

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	HNC or NVQ level 4 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience. An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analyse and presentation of information Experience in the use of specialist equipment / systems / techniques relevant to the role Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner Ability to draft up technical reports and drawing conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Identify areas where improvements could be made within own role Take appropriate action to ensure / support enforcement of / compliance with regulations Ensure compliance with safe practice and the legal use/operation of specialist equipment. Identify method of analysis to use and action to be taken within a defined area of responsibility 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. Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.

Factor	Relevant Job Information
	<p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system</p> <p>Undertake external visits to support service delivery.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>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.</p> <p>All of us are expected to demonstrate the ten 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</p>
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:	Demand Responsive Transport (DRT) Support Officer	
Role profile family:	Regulation & Technical - PTU	
Role profile number and grade:	RT07-2584	Grade G
Number of posts:	1	
Service/Team:	Passenger Transport, Highways & Transport	
Reports to:	DRT 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 7,000 pupils to mainstream schools.
- Transport for 1800 pupils with special educational needs.
- Transport for social care purposes on behalf of both adult & children departments.
- Support the commercial and financially supported bus network.
- Support & advice to community transport groups.
- Administration of the Councils Concessionary Fares Scheme.

The Bus Network Team coordinate and manage home to school transport in accordance with the Education Inspections Act 2011 and local bus services in accordance with the Transport Act 2000.

Wiltshire Connect is a demand responsive (DRT) bus service which has recently been launched in the county to improve rural transport in the Pewsey Vale. The aim of which is to reduce rural isolation, improve access to key services and provide an alternative to travel by private car for people in more rural parts of the County. This role will be fundamental in supporting the operational delivery of the service, including delivering a customer focused ride handling and scheduling service, being the first point of contact for drivers and effectively responding to operational challenges which require fast-paced problem solving.

More information on the Wiltshire Connect service can be found at: www.wiltshireconnect.co.uk

Job Purpose

Provide operational support for the operational delivery of the Wiltshire Connect Demand Responsive (DRT) bus service and ensure that the network operates efficiently and effectively and delivers a high-quality, customer focused service to passengers.

Assist with the promotion and marketing of the Wiltshire Connect service and be an advocate for DRT services in the community with close liaison with community representatives, other local authorities, operators, and other stakeholders.

Provide wider support to the Buses Team when required.

Specific duties and responsibilities include:

- Provide support to the Wiltshire Connect passenger ride booking service via telephone, SMS text message or email.
- Oversee the smooth running of Wiltshire Connect DRT services including monitoring of the DRT Control Centre software and actioning alerts and take appropriate action in respect of operational problems, incidents, and complaints.
- Be the first point of contact for DRT drivers and provide solutions to resolve operational incidents e.g. vehicle breakdowns and traffic congestion situations with the aim of minimising disruption to passengers.
- Quality check vehicle schedules in the DRT Control Centre portal to ensure that driving routes are logical, sensible and represent an effective use of vehicle resources.
- Negotiate alterations to pre-booked DRT rides with passengers when required due to operational reasons.
- Prepare and respond to both complex and routine queries and complaints received and escalate where required.
- Assess and analyse a broad spectrum of data and statistical information in the DRT Control Centre portal and provide reports to the DRT Manager and other stakeholders when required.
- Provide support with the promotion and marketing of Wiltshire Connect services. This will include utilising social media channels and updating digital and online information.
- Carry out risk assessments of passenger pick-up/drop-off points and assess the suitability of new stop locations.
- To liaise with operators, our Fleet team and third parties on vehicle maintenance issues to ensure technical issues with vehicles are resolved as quickly as possible for a six vehicle operation, at weekends and unsocial hours.
- To provide wider support to the Buses Team when required.

Specific requirements for this post:

- Early mornings, late afternoons and some Saturday working will be required. (Hours to be worked between 6am-7.30pm Mon-Fri and 8am-7.30pm on a Saturday which is likely to be on a standby/call-out basis).
- Given the operational hours, this post is suitable for a remote/hybrid work arrangement.
- A good understanding of Wiltshire`s public transport network and Demand Responsive transport (DRT).

Person Specification

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

Essential

- 4-5 GCSE/O`level, NVQ Level 4 or equivalent level and/or 1- 2 years relevant experience in public transport/logistics.
- I.T literate and competent in ICT skills including use of Microsoft applications and specialist transport scheduling systems.
- Customer focused with excellent interpersonal and communication skills.
- High level of tact, diplomacy, and communication skills, both verbally and in writing. Together with the ability to handle criticism and challenges from the public.
- Ability to work with the transport operators and the other bodies to achieve results.
- Good organisational skills with the ability to work to tight and often conflicting deadlines to secure positive outcomes.
- Effectively respond to operational challenges which require fast-paced problem solving.
- Ability to interpret timetables, maps, and drivers` schedules.
- Good numeracy, analytical and scheduling skills, accuracy, and attention to detail.
- Able to be flexible and work either early mornings or late afternoons with Saturdays on a Rota basis.

Desirable

- Knowledge and understanding of passenger transport and mobility issues.
- A good knowledge of the geography and topography of Wiltshire and Wiltshire`s public transport network.
- Previous experience with DRT / on-demand transport operations.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>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.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
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
<p>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.</p>			
<p>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.</p>			

Political restriction	
<p>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 an MEP, as a member of the Scottish or Welsh Parliaments, or as 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</p>	<input type="checkbox"/>

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	<input type="checkbox"/>

<p>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).</p> <p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>
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Safeguarding	
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>