

Post Specification

Post Specification - Key Information

- **Post Title: Transport Officer**
- **Date: June 2025**
- **Post Group Number: 8593**
- **Job Family: Org Support**
- **Job Family Role Profile: OS9**
- **Final Grade: 9**

To be read in conjunction with the job family role profile.

Service Area Description

The service exists to lead the Council's role with respect to the delivery of public transport including the relationships with train operating companies, scheduled bus service providers, demand responsive transport, community transport operations and the administration of the English National Concessionary Travel Scheme.

Purpose of this Post

These responsibilities ensure the smooth operation and promotion of bus and community transport services, enhancing accessibility and public awareness. They also maintain accurate records and financial processes, ensuring compliance with relevant policies and regulations.

Key Job Specific Accountabilities

1. Produce and maintain accurate timetable information displays for bus stops, ensuring timely updates and public access.
2. Coordinate new bus stop and shelter infrastructure requests, working with relevant authorities and partner organisations for installation.
3. Support the delivery of new bus stop infrastructure and manage the distribution of timetable leaflets in collaboration with Council teams.
4. Work with the scheduled bus services officer to identify and support the development of strategies to promote bus services and increase community engagement.
5. Support the ENCTS officer in processing applications, issuing replacement cards, and ensuring accurate records and financial reconciliation.
6. Handle reimbursement claims and maintain financial records related to Community Transport services, ENCTS, and bus operators, ensuring accuracy and compliance.
7. Process Community Transport scheme applications, ensuring deadlines are met and providing high-quality customer service.
8. Liaise with internal and external stakeholders, maintain accurate records, and ensure compliance with transport policies and regulations.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** n/a

Essential Criteria

- **Qualifications:** NVQ Level 4 or equivalent knowledge and experience.
- **Knowledge:** Extended relevant knowledge and experience of the areas and skills required by the post
- **Experience:** Experience of working in a responsive customer service environment and the ability to communicate effectively and professionally with the public, Council teams and members.

Experience and ability to undertake data analysis to a good standard, working with financial, project systems.

- **Expertise:** Ability to work to detail, to present information and ideas to a wide range of both internal and external stakeholders at all levels.

Ability to organise and work under pressure and to achieve deadlines.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Normal
- **Physical Demands:** Normal
- **Working Conditions:** Normal
- **Other Factors:** Normal

Other Factors:

- N/A