



# RUTLAND COUNTY COUNCIL

## JOB DESCRIPTION

**Position Title:** Transport Officer

**Grade:** 6

**Directorate:** Places Directorate

**Department:** Highways and Transport

**Responsible to:** Commissioned Transport Manager (Proposed)

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### **Purpose of the Job:**

To arrange and oversee the provision and operation of local bus services and administer the Rutland County Council concessionary travel schemes. Manage the provision of bus service infrastructure.

Under the direction of the Commissioned Transport Manager (CTM) support effective and appropriate transport provision for Mainstream Primary and Secondary home to school, Special Educational Needs and Social Care both Adults and Children, in Rutland.

To assist with the Demand Responsive Transport (DRT) service, as required.

### **Main Responsibilities:**

1. To select and design new local bus services, in accordance with guidelines and policy. This may include the following;
  - a) Consultation with local organisations, Parish Councils, Members bus operators and others.
  - b) Collation and analysis of data pertaining to existing local bus service patterns and level of use, and justification for service changes.
  - c) Studies of demographic data, and assistance with development of guidelines on service levels.
  - d) Undertake surveys to determine bus usage and satisfaction.
  - e) Prepare reports on bus service, infrastructure and survey proposals.
2. To assist with the determination of the entitlement of home to school travel assistance in accordance with the Council's Travel Assistance Policy and statutory requirements and by working in close conjunction with colleagues in children's and adult services.



## **RUTLAND COUNTY COUNCIL**

3. To assist with the provision of information and be able to communicate effectively with schools, colleges, members of the public, bus operators, the Demand Responsive Transport service (DRT) operator and other Council departments regarding transport policy and all other transport related issues.
4. To assist with the design and preparation of tender documents; the commissioning process and maintain records of potential tenderers. Assist with the management of the contracts.
5. To work in collaboration with the (CTM) to deliver joined up passenger transport services and to provide cover of core duties in the absence of the CTM.
6. To assist in negotiations for local bus service provision with transport operators.
7. To assist with the effective introduction of new and revised local bus services.
8. To monitor and review services; arrange and conduct passenger surveys and timing/ route checks as required. Liaise with bus operators as required to investigate and resolve service performance issues.
9. To review and establish enhanced information and publicity arrangements, including production and distribution of timetables and all publicity materials.
10. To update and maintain route registration information using the Passenger Transport Information database. Provide other authorities and Traveline with correct route and fare information.
11. To assist with the review of Mainstream and Special Educational needs transport contracts and propose options for route optimisation based on actual demand/usage.
12. To set up short term contracts for service users on behalf of Excluded Pupils, Mainstream transport and Social Service users (Adults and Children).
13. To maintain co-ordination with the Admissions Officer, Headteachers and Principals of Rutland schools and academies where necessary.
14. To be responsible for any daily duties relating to the school and public transport system including data maintenance and pass production.
15. To liaise and agree the recharge of transport provision costs to schools/academies, and neighbouring Authorities, through joint working practices.
16. To assist in the preparation of reports as required by senior managers and attendance at meetings in absence of the Transport Operations Manager.
17. To explore other transport initiatives as appropriate.



## **RUTLAND COUNTY COUNCIL**

18. To maintain accurate and up-to-date contract records of agreements to pay financial support for bus services, and providing when required, basic analysis of financial commitments.
19. To complete contract formalities for services to be provided under new subsidy agreement and for any change to existing contracts.
20. To check and adjust where necessary, payments from the public transport budget.
21. To calculate and notify operators of annual index-linked revisions to subsidy prices and revisions to fare scales for subsidised bus services where appropriate.
22. To administer the Rutland County Councils concessionary travel schemes:
  - a) Plan and implement the elderly and disabled free travel and travel token schemes and arrange the annual issuing of concessions.
  - b) Determine eligibility of applicants for travel schemes and process applications as appropriate.
  - c) To agree, review and arrange payment of financial reimbursement to transport operators in line with local schemes and current legislation.
  - d) Up-date and maintain records using the card management system.
  - e) To arrange the annual publication of the free travel scheme.
23. To set up and maintain the public transport filing system and other information systems.
24. To maintain records of potential tenderers.
25. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
26. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
27. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.



## RUTLAND COUNTY COUNCIL

### **Behaviours and outcomes:**

Work collaboratively across the Council to ensure a joined up, consistent service that adds value to the Council.

Be ambitious for the Council and champion best practice in Transport services to achieve the best outcomes.

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

### **Dimensions**

1. Line Management – The post is not responsible for any line management.
2. Managed Team – The post is responsible for the achievement of the Teams and overall service and directorate key performance indicators, including customer contact responses, budget savings and customer satisfaction goals.
3. Budget Responsibility – The post does not manage a budget.

## **JOB REQUIREMENTS**

### **QUALIFICATIONS/TRAINING/EDUCATION**

Essential	Method of Assessment *
GCSE A levels, NVQ 4 or equivalent	D

Desirable	Method of Assessment *
Passenger Transport operations, policy or professional qualification.	D



## RUTLAND COUNTY COUNCIL

### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Proven experience of working in a similar role	A/I
Experience across a wide range of administrative tasks	A/I
Understanding of current passenger transport issues and possible solutions	A/I
Experience of partnership working.	A/I
Proven track record of producing work of a high standard with a high level of attention to detail.	A/I

Desirable	Method of Assessment *
Local government experience	A/I

### SKILLS

Essential	Method of Assessment *
Evidence of excellent communication skills.	A/I
Ability to work independently and with partners.	A/I
Experience of data analysis and excellent IT skills.	A/I
Good organizational skills.	A/I
Use ICT appropriately.	A/I
Evidence of ability to be creative and innovative and meet challenges and find alternative solutions.	A/I
Ability to plan efficient passenger transport services	A/I



## RUTLAND COUNTY COUNCIL

### EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognize discrimination, ensuring that commissioned services meet all DDA requirements and be proactive in ensuring the Council's policy is put into practice.	A/I

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

\* A = Application Form    D = Documentary evidence    I = Interview    T = Test

## STRUCTURE

**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
16/01/2025	Updated	Neil Cowper, Interim Head of Highways and Transport