

JOB DESCRIPTION

Job Title	TravelSafe Partnership Prevention and Engagement Officer
Salary Band	SCP 27-32
Reporting to	TravelSafe Partnership Manager
Directorate	Place
Service Area	Transport (Partnerships & Growth)
Contract	Permanent
Political Restriction	N/A

1. Primary Purpose of the Post

This role is an integral part of the TravelSafe Partnership team supporting LCRCA's vision of an integrated transport network which is safe, affordable and accessible and as a member of an integrated multi-modal Transport Team, you will be customer-focused, collaborative, and act with urgency to help deliver a world-class transport offering to residents and visitors in the Liverpool City Region (LCR).

This role sits within the Partnerships and Growth service area that supports passenger growth and delivers both fare box and non-fare box revenue streams with a focus on commercial opportunities and partnerships, accessibility and inclusion in transport services across the city region.

The postholder will undertake a broad range of activities to manage and coordinate the TravelSafe Partnership's prevention, education and community engagement programme, working with a range of external partners to deliver impactful, data-driven and tailored solutions to achieve a safer transport network for all. They will assist in the development and delivery of initiatives that support both local and national community safety strategies across all modes and will deputise for the Travelsafe Partnership Manager when required.

2. Key Role Specific Responsibilities

- Act as day-to-day operational a point of contact and establish collaborative working relationships with internal teams, Merseyside Police, British Transport Police, transport operators and other stakeholders to enable effective exchange and sharing of knowledge, data and intelligence.
- Provide subject matter expertise and advice on crime and anti-social behaviour issues and provide support in the development and implementation of problem-solving plans.
- Manage, develop and maintain the day-to-day delivery of the TravelSafe Partnership education and community engagement programme ensuring it reflects the aims and objectives of the TravelSafe Partnership Strategy.

- Work with data analyst colleagues to analyse, interpret, and evaluate data and trends and provide regular reporting and presentations to the TravelSafe Strategic and Tactical groups on updates and progress against TravelSafe Partnership priorities.
- Work pro-actively with TravelSafe partners, operators and colleagues throughout the organisation and other external stakeholders, building relationships and ensuring appropriate resourcing and prioritisation of activity.
- Represent the partnership at stakeholder meetings, events and conferences to promote the work of the partnership and to seek new opportunities for collaborative working.
- Working alongside the Transport Engagement team, organise/support engagement events with local community groups and schools that raise awareness, educate and address personal safety issues and concerns.
- Assist in the development of educational resources and community engagement marketing materials, ensuring they are current, up-to-date and reflective of the whole TravelSafe Partnership and Partnership and Growth priorities.
- Provide briefings/newsletters and lead the development of the TravelSafe Partnership/Communities webpage to ensure consistent stakeholder and community engagement communications and messaging in relation to Travelsafe Partnership activities.
- Compile and deliver reports and presentations to achieve buy-in from a range of stakeholders and funding support for initiatives.
- Collate and maintain accurate records of the education and community engagement activities, including attendance, feedback, and outcomes to support evaluation and lead on providing recommendations to continually improve and adapt the partnerships programme.
- Identify current, new and emerging information/trends from a range of external sources including government strategies, reviews and reports to identify best practice and opportunities to reduce threats, harm and risks.
- To work on own initiative and demonstrate a high degree of autonomy and flexibility whilst continuously reviewing own work methods/workload to improve service delivery and performance within the TravelSafe Partnership.
- To support the TravelSafe Partnership Manager with tasks as required and deputise for the TravelSafe Partnership Manager as and when required.
- Requirement to be flexible within the role to ensure the needs of the business are met, this may include evening and weekend working.

- To undertake any other duties commensurate with the general level of responsibility of this post and a willingness to work collaboratively with colleagues across the Partnerships and Growth service area and wider Transport Team

3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- To represent and promote the work of the Organisation and the wider Liverpool City Region, locally, regionally, and nationally, as required.
- Ensuring consistent, high standards of customer care are demonstrated in line with corporate standards.
- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused.
- Regular dialogue and positive business relationship building with internal and external clients, customers, and colleagues.
- Sharing knowledge and information with colleagues and stakeholders in order to demonstrate the reliability, punctuality and safety of public transport in the city region and the importance of interventions to aid service delivery.
- Building on the development of timely and accurate datasets for business planning, service development and supporting funding opportunities.
- Continuously improving the protocols and procedures associated with safety and security on the public transport network.
- Follow budgetary controls, financial regulations and standing orders, together with internal audit recommendations to ensure our processes and procedures are robust and minimise risk.
- All members of the Transport Team are expected to work collaboratively across all four service areas within the Team and, when required, undertake additional duties to ensure exceptional quality and delivery

4. General Managerial Responsibilities

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: TravelSafe Partnership Prevention and Engagement Officer

Criteria		
Qualifications and Training	E = Essential D= Desirable	Identified by
A Level, up to & including Apprenticeship/NVQ Level 4, part qualified in a professional/vocational qualification.	E	A,I
Evidence and commitment to continuous personal and professional development.	D	A,I

Experience and Knowledge	E = Essential D= Desirable	Identified by
Demonstrated experience of developing and implementing stakeholder and community engagement programmes.	E	A,I,P
Relevant experience in a community safety setting, ideally within a public sector, transport or law enforcement setting.	E	A,I
Good knowledge and understanding of relevant legislation, crime prevention/reduction strategies.	E	A,I,P
Experience of building rapport and working collaboratively with a wide range of stakeholders and diverse community groups.	E	A,I,P
Experience of developing and maintaining recording mechanisms, translating data/insights to inform strategies and decision making.	E	A,I
Experience in interpreting data to identify priorities and measurable KPIs linked to community initiatives.	E	A,I,P
Experience in compiling and delivering reports and presentations to a senior level to achieve buy in and support for delivery of new initiatives.	E	A

Experience and Knowledge	E = Essential D= Desirable	Identified by
Awareness and understanding of General Data Protection Regulation (GDPR) and experience in handling sensitive data.	D	A
Knowledge of the Liverpool City Region Transport Network.	D	A
Knowledge of safeguarding practice in public and corporate environments.	D	A

Skills and Abilities	E = Essential D= Desirable	Identified by
Strong interpersonal and communication skills, both verbal and written, with the ability to present information in a clear and engaging manner.	E	A,I,P
Excellent organisational skills and attention to detail, with the ability to manage multiple tasks and priorities effectively.	E	A,I
Have a creative approach to problem solving with the ability to analyse situations and data and examine from different perspectives in order to identify solutions.	E	A,I
Ability to handle difficult situations and conversations calmly and professionally.	D	A,I

Personal Attributes and Commitments	E = Essential D= Desirable	Identified by
Pro-active approach to relationship management, networking with and influencing key stakeholders across a range of diverse partners to deliver collaborative projects.	E	A,I
Flexible approach to working including working outside of normal office hours	E	A,I
Commitment to diversity and inclusion, together with a clear appreciation of equalities issues.	D	A,I
A high level of personal and professional integrity being able to provide helpful and completely objective support and advice.	E	A,I

Personal Attributes and Commitments	E = Essential D= Desirable	Identified by
A passion for and desire to make a positive change to improve public transport services and improve people's perceptions of personal safety and security.	E	A,I

NB. An Enhanced DBS check is required for this post.

Key to Assessment Methods:

I – Interview, P – Presentation, A – Application, E – Exercise, T – Test, AC – Assessment