

## Job Description

**Department:** PEOPLE AND COMMUNITIES

**Division/Section:** EDUCATION PLACE PLANNING / PASSENGER TRANSPORT OPERATIONS

**Job Title:** ASSISTANT TRANSPORT OFFICER

**Post No:** 006468

**Grade:** Scale 6

**Reports to Post No / Title:** TEAM MANAGER - PASSENGER TRANSPORT OPERATIONS

**Line Management responsibility for:** NONE

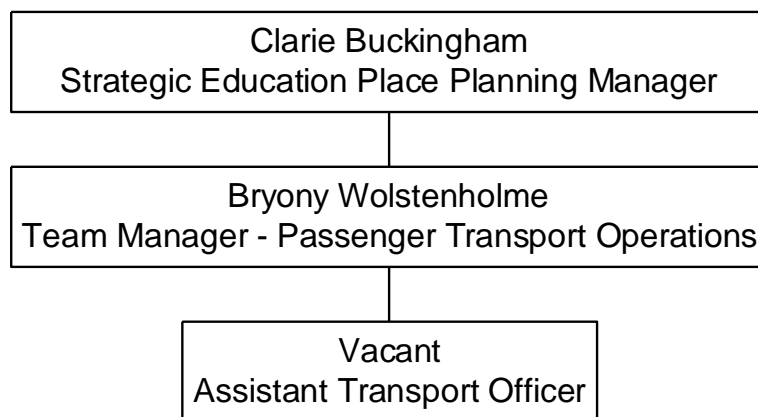
**CRB Check applicable?**

Standard ☐ Enhanced ☐ None ☒

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes ☐ No ☐

**Organisation Chart:**



**Job Purpose:** To assist with the co-ordination of day-to-day passenger transport operations for education, children's social care and Community Link door-to-door ensuring transport is provided in an efficient and cost effective way. Provide administrative support for the Passenger Transport Operations Team such as typing, filing, data entry and diary organisation.

**Description prepared by:** Bryony Wolstenholme

**Date:**

**Description agreed by postholder:**

**Date:**

**Authorised by Director:** Charlotte Black

**Date:**

### Main Duties and Responsibilities:

1. Assist with the co-ordination of day-to-day passenger transport operations for education and children's social care ensuring transport is provided in an efficient and cost effective way.
2. Assist in the maintenance of records for all transport arrangements including inputting of all customer information, route information and operator data into database.

3. Provide administrative support, such as recording post, flexi time, sickness, filing, typing, data input and diary organisation, to the Passenger Transport Operations Team, as required. Act as a first point of contact for telephone enquiries.
4. Assist with the processing of invoices and financial records for payment.
5. Apply Peterborough City Council's policies and procedures in respect of passenger transport including working to the requirements and standards set in the Service Level Agreements.
6. Assist Transport Officers to provide operators, voluntary drivers and schools with up-to-date transport information on a termly basis or as required including special requirements affecting transport arrangements (e.g. bad weather, early finish, new starters and leavers).
7. Arrange and prepare meetings as required by the Team Manager – Passenger Transport Operations and Specialist transport Officer including operator forums and voluntary driver meetings.
8. Regularly check the Highways road closures bulletin and, following liaison with Team Manager – Passenger Transport Operations, inform all relevant parties of any future road closures affecting passenger transport services.
9. Conduct initial checks and follow up checks on voluntary driver and contractor details, including car insurance, license details, MOT and vehicle registrations ensuring up to date information is received and filed electronically and in paper files.
10. Maintain a customer focused approach assisting the Specialist Transport Officer to follow through any complaints and appraisals in respect of transport services provided.
11. Take part in passenger surveys and assist in monitoring (possibly outside office hours) as requested by the Team Manager - Passenger Transport Operations. Implementing the process and monitor children in need transport performance indicators.
12. Carry out project work as required by the Team Manager – Passenger Transport Operations.
13. To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
14. To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.

## Person Specification

**JOB TITLE:** Assistant Transport Officer      **POST NO:** 006468

**SCALE:** 6      **DEPARTMENT:** People and Communities

**DIVISION:** School Place Planning / Passenger Transport Operations      **DIRECTOR:** Charlotte Black

**DATE:** December 2022      **COMPLETED BY:** Bryony Wolstenholme

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]*

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<p>E1.1 Knowledge of general office and administrative procedures (A)</p> <p>E1.2 Knowledge and understanding of good, effective customer care (A,I)</p> <p>E1.3 Knowledge of recognised computerised office administration suites i.e. spreadsheets, word processing, databases (A,I,T)</p>	<p>D1.1 Knowledge of transport policies and procedures an advantage (A,I)</p>
<b>SKILLS &amp; ABILITIES</b>	<p>E2.1 Ability to communicate with other departments, agencies, members of the public and parents regarding transport arrangements, both face to face and on the telephone (A, I)</p> <p>E2.2 High level of numeracy necessary to check invoices for payments, receive and record electronic school payments (A, I)</p> <p>E2.3 High level of administrative skills, including filing, photocopying, recording of mail (A)</p> <p>E2.4 Ability to respect and keep confidential information (A, I)</p> <p>E2.5 Ability to work to deadlines and to react to emergency situations quickly and effectively (A, I, T)</p>	

	<p>E2.6 Ability to work in a busy team environment, dealing with more than one customer/task at the same time whilst maintaining a good standard of service delivery (A, I)</p> <p>E2.7 Post holder will be required to have fluent English speaking (A,I)</p>	
<b>EXPERIENCE</b>	E3.1 Experience of dealing with difficult or irate customers and customer complaints (A,I)	D3.1 Experience of passenger transport procedures an advantage (A)
<b>QUALIFICATIONS</b>	E6.1 Educated to GCSE level or equivalent (A,I)	
<b>PERSONAL CIRCUMSTANCES</b>	<p>E7.1 Able to work occasional evenings and weekends as required (A,I)</p> <p>E7.2 Willingness to forgo leave for the first week of each academic year (A,I)</p> <p>E7.3 Willingness to forego leave during August and September, as required meeting the needs of the service (A,I)</p>	
<b>EQUALITY</b>	E4.1 Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A, I)	
<b>CUSTOMER CARE</b>	E5.1 Knowledge and understanding of effective customer care (A,I)	