

**CAMBRIDGESHIRE COUNTY COUNCIL  
JOB DESCRIPTION**

**Job Title:**....Public Transport Coordinator

**Office:**.....Park & Ride/Busway

**Directorate:** Place & Sustainability

**Reports to:** Park and Ride / Busway Team Leader

**Grade:**       **Scale 4**

**Hours:**       Staff will work an average of 37 hours per week under a 7 day rota

**Location:** Any of the 5 Park & Ride sites in Cambridge, The Guided Busway (including St Ives & Longstanton Park & Ride sites) or Quality Bus Partnership areas of responsibility (presently Cambridge City Centre and Cambridge CB1 development bus station).

**Job Purpose:**

To be responsible for managing the day-to-day operation of the Park & Ride sites and Guided Busway; ensuring that high levels of customer service are provided and that site facilities are maintained to a good standard.

To monitor the performance of bus operators and resolve any issues.

To coordinate services operating along the entire length of the Guided Busway.

To be responsible for the management of Health and Safety at the Park & Ride and Guided Busway sites.

**Principal Accountabilities**

**1. Site Management 25%**

Manage the operation of Park & Ride and Guided Bus sites on a day-to-day basis, ensuring that services are delivered to a high standard and that facilities are not misused.

Ensure that premises, buildings and equipment are maintained by:

- Performing first-line repairs and minor maintenance works
- Undertaking painting, decorating.

**2. Cleaning 15%**

Ensure that a high level of cleanliness is maintained in relation to the sites and facilities. Undertake cleaning operations as per the detailed schedule attached and any other specific/specialist cleaning tasks as not otherwise undertaken by contractors. Use

heavy duty cleaning equipment as required.

### **3. Customer Service 20%**

Ensure that excellent standards of customer service are maintained at all times.

- Plan and carry out a rolling programme of customer satisfaction surveys to ensure that customer service levels are in line with the County's standards.
- Advise tourists on information relating to their visit to aid their enjoyment of Cambridge.
- Provide bus and coach information
- Provide traffic information to Traffic Link for public broadcast on local radio
- Prepare public information boards and make sure they are up to date and accurate.

### **4. Performance Management 5%**

Carry out bus and coach monitoring duties; noting times of arrival/departure, speedchecks on vehicles and reporting on the length of time the bus engine is left on when stationary. Liaise with operators to resolve any problems identified.

### **5. Busway Management 10%**

To act as the central control point for the Guided Busway at the Longstanton site. To make decisions and issue instructions on all aspects of the entire length of the Busway, including emergency procedures and re-routing according to the operating manual.

Respond to help point requests from drivers and passengers, dealing with Busway blockages and initiating emergency diversion action as required.

### **6. Security 15%**

Deal with breakdowns, faults and vandalism at the sites; ensuring that the police/contractors are called as appropriate and that the Team Leader is made aware.

Maintain a regime of vigilant monitoring of the sites using the CCTV camera bank, patrolling the site regularly and dealing with any issues of misuse where it is not dangerous to do so.

### **7. Health and Safety 5%**

To be responsible for the management of health and safety on Park & Ride and Guided Busway sites (including the partial gritting of sites), and to maintain official records in line with County procedures and appropriate legislation.

Schedule and carry out quarterly H&S site inspections, taking action to ensure that any risks/hazards are appropriately addressed.

**8. Financial 5%**

To administer the collection of monies, issue receipts and maintain relevant paperwork for audit purposes.