

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Public Transport Officer

Highways and Transport – Place, Economy and Environment

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West
Northamptonshire
Council

Purpose and impact:

The Highways and Transport Team provide statutory services that all residents of West Northamptonshire use. The team is responsible for providing a safe road network that operates efficiently and effectively, providing strategic direction for the future development of highway assets, public transport, active travel and all road users, being mindful of budget constraints, legislation and the sustainability agenda. The team also fulfils the Council's duty to ensure the safe travel of eligible students to school. This role will support the delivery of the Council's public transport policies within the Sustainable Travel Team. This will include providing reports to and supporting the activity of the Enhanced (bus) Partnership, maintaining accurate bus promotion, information and marketing material, processing bus service registrations and dealing with routine inquiries. The role holder will also lead on delivering bus stop infrastructure, manage relationships with local community transport providers and interface with various stakeholders on bus service changes.

Accountable to:

This role is accountable to the Sustainable Travel Manager and sits within the Highways and Transport Service, part of the Place, Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. To collect and analyse data, such as on bus reliability or usage, as part of the monitoring of the Council's Enhanced Partnership Scheme/Plan.
2. Prepare, maintain and arrange distribution of accurate and up to date bus publicity material including timetable information and maps via a variety of media such as on-line, printed media or roadside/bus stop displays, liaising with bus operators and external suppliers as necessary. Work with operators to ensure accurate information is submitted to the Bus Open Data System (BODS) in a timely manner.
3. To receive and process registrations from bus operators for new, amended or cancelled bus services, liaising with colleagues where the registration is likely to have an impact on local communities, and providing appropriate responses to the Traffic Commissioner. Inform and advise councillors and parish/town councils about forthcoming changes to bus services.
4. To approve on-line applications for bus passes under the English National Concessionary Travel Scheme, and resolve routine enquiries regarding passes.
5. Commission/procure bus stop installations and repairs and lead on any consultation activity required as part of this. Update the NAPTAN database with regard to any changes to bus stops, and respond to applications for bus stop suspensions submitted by those undertaking works on the highway, or otherwise closing roads.
6. To maintain the relationship with community transport operators including liaising with them to ensure timely supply of monitoring information and overseeing the payment of an annual grant to eligible providers.
7. Respond to day-to-day public enquiries regarding bus services and bus infrastructure, and liaise with bus operators, highways colleagues and utilities regarding bus stop closures and road closures, working to introduce alternative arrangements where necessary/possible to ensure communities can still travel.

8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent self-organisation and time management skills	Essential	A,I
Excellent communication skills with ability to build trusted relationships	Essential	A,I
Ability to achieve deadlines under pressure	Essential	A,I
Good written and verbal skills with the ability to gather and analyse technical information	Essential	A,T,I
Must be conscientious, self-motivated, with the ability to work with minimal supervision	Essential	A,I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Essential	A,I

Knowledge:	Essential / Desirable	Measured by
Problem solving and decision making	Essential	A, I, T
Knowledge of how the bus industry works and the differences between commercial and subsidised operations	Desirable	A, I
Familiar with the legislation around the bus industry, particularly the Transport Act 1985 and 2000 and the Bus Services Act 2017. Understand the legal duties and requirements placed on the Council with regard to service registrations, tendering and concessionary fares.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working on a variety of IT databases and systems	Essential	A, I
Experience of working within a busy office environment and producing accurate and good quality work to deadlines.	Essential	A, I
Experience of working within a Local Government Highways or Transport Department	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Numerate and Literate to A-C in Maths and English GCSE Equivalent	Essential	A, D
3 A Level Passes	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Regulatory and Technical	Worker type:	Part-flexible
Salary range:		Budget responsibility:	None
People management responsibility:	N/A		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). The post holder should be able to attend occasional evening meetings and may need to travel to undertake occasional site visits.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

