

CAMBRIDGESHIRE COUNTY COUNCIL

PERSON SPECIFICATION

Job Title: Public Transport Co-ordinator
Office: Park & Ride/Busway
Directorate: Place & Sustainability
Reports to: Park & Ride/Busway team leadet
Grade: Scale 4
Location: Various Park & Ride/Busway Sites
Hours: 37

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

Education, Qualifications & Training

Essential:

- 5 GCSEs at Grade C or above or NVQ Level 2 or equivalent.
- Confident understanding & application of principles and procedures of Customer service

Desirable:

- Customer care qualification
- Detailed knowledge and understanding of a public transport operation

Knowledge & Experience

Essential:

- Detailed knowledge of Cambridge
- Experience of dealing with the public

Desirable:

- experience of working in a tourism environment

Skills & Attributes

Essential:

- ability to work with partners and others
- ability to exercise independent judgement

Desirable:

- ability to prioritise day-to-day tasks
- able to maintain a positive outlook towards customer

Special Requirements

Essential:

- post requires regular patrolling of sites in all weathers
- some weekend working will be required

Desirable:

- a limited amount of lifting required
- experience of shift working

* Please note that for linked grades, appointment or progression to (*state grade*) grade is dependent upon (*state qualification*) qualification and/or (*state level e.g. in-depth, extensive etc*) experience in (*define area of experience required*)