



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Public Transport and Low Carbon Technician	<b>Role Profile Number:</b> SBC_11662
<b>Grade:</b> M	<b>Date Prepared:</b> 25/01/2023
<b>Directorate/Group:</b> Economy & Development	<b>Reporting to:</b> Service Specialist – Public Transport Strategy
<b>Structure Chart attached:</b>	No

### Job Purpose

- To support and assist with the continued development, review, and delivery of the LTA's Bus Service Improvement Plan (BSIP) and Enhanced Partnership Plan and Scheme (EPPS).
- To provide support to the governance structure of the BSIP/EPPS (e.g., EPPS Board).
- To undertake research and provide data to assist with public transport, electric vehicle and low carbon planning and projects.
- To assist the Design Engineer - Public Transport and Low Carbon and Service Specialist in the management, procurement and development of local bus services, the concessionary travel scheme, community transport electric vehicle/low carbon provision and infrastructure.
- To assist the Design Engineer - Public Transport and Low Carbon in the development of the Council's public transport information systems and work with developers on the promotion of public transport and where appropriate electric vehicles and low carbon initiatives.
- To be the lead officer for all Electric Vehicle (EV) and low carbon enquiries from members and the public, including FOI requests.
- Projects are likely to include a combination of quantitative and qualitative analysis, including analysis of policy costs / benefits, stakeholder consultation, survey design / implementation and making policy recommendations as well as maintaining Electric Vehicle Charge Point assets, as required.
- To support on development and research relating to low carbon/net zero forms of integrated transport

## **Key Accountabilities**

- Carry out discreet tasks including the review and planning of bus routes for the Design Engineer - Public Transport and Low Carbon, in the tendering of local bus and community transport services.
- Be responsible for the production of, update and distribute information and promotional material for local bus services.
- Assist with the promotion and development of bus services.
- Be responsible for the maintenance of the real time information database.
- Assist with managing public transport information facilities and functions within the Borough, the bus shelter contract and maintain bus stops and other public transport infrastructure including the siting and repair of new and existing bus stops.
- Undertake administration functions of the Council's public and community transport contracts, concessionary fares scheme including processing and preparing invoices and liaison with other internal teams.
- Monitor, assess and undertake passenger surveys of public transport services provided by contractors, and liaise with operators as appropriate.
- Monitor, record and report details of complaints received from all sources relating to transport operators to ensure appropriate action is taken regarding any breaches of contractual terms.
- Keep up to date with EV and low carbon technological advances, funding opportunities, Government guidance and best practice to inform all aspects of the roll out.
- Assist in managing the Electric Vehicle Charge Point assets.
- Undertake and study for Apprentice Customer Service Qualification within Swindon Borough Council Apprenticeship Scheme.

## **Supplementary Accountabilities**

- Assist the Design Engineer - Public Transport and Low Carbon, in the management and monitoring of Local Bus Contracts and commercial bus services.
- Attend and provide support at Council meetings concerning public transport information bodies/groups and work concerning electric vehicles and low carbon.

- Manage the administrative functions of public and community transport, electric vehicle and low carbon meetings.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.
- Support with promotional and communication material and public-facing surveys.
- Data analysis and presentation of data findings.
- Ensure compliance with Standing Orders, Financial regulations and all relevant legislation. Respond to requests and queries from Council Members and members of the public, in a helpful and constructive way. Provide good communication with the team and the wider organisation.
- Develop and practice awareness of professional responsibilities and obligations to colleagues, employer and community. Ensure that the quality assurance systems are adhered to, monitored and reported as required.
- In accordance with the provision of Health & Safety at Work Act 1974, take responsible care for the health and safety of your own person and other people who may be affected by acts or omissions at work. Devising and reviewing risk assessments.
- Ensure as required that the Council performs or complies with its duties under any statutory health and safety provisions.
- Undertake any other duties that can be accommodated within the level of the post.

### **Knowledge & Experience**

#### **Essential:**

- Possess good verbal and written communication skills.
- An interest or experience in Public Transport Planning and/or Co-ordination, Electric Vehicles and low carbon.
- Ability to proof read and understand timetables
- Knowledge of local topography and ability to read maps.
- Timetable scheduling skills.
- Knowledge and understanding of relevant legislation and policies.
- Experience in data collection, monitoring, and reporting.
- Ability to manage own time and deliver what is required in an efficient manner.
- Ability to work as part of a team and contribute and assist other officers in their duties
- Experience in using commonly used computer applications such as Microsoft Word, Excel and the internet.
- Excellent IT skills, including MS Office and database management systems or processes.

- Ability to undertake technical work relevant to the role.
- Administrative experience and experience of working in a customer care environment.
- Financial awareness.

**Desirable:**

- Experience of Local Authority practices and processes.

**Qualifications**

- Educated to GCSE Level including Mathematics and English or relevant compensatory experience or an interest in public transport, electric vehicles or low carbon.

**Decision Making**

- Advise and make decisions on the basis of sound analysis of data.

**Creativity and Innovation**

- Keeping up to date with relevant legislation and best practice including developments within the service areas covered.
- Investigate possible improvements to delivery of the service.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• No direct reports</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <ul style="list-style-type: none"> <li>• Ensure accurate and timely responses to service users and stakeholders.</li> <li>• Document management.</li> </ul> <p>Site visits and audits</p>
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**Contacts and Relationships**

- Written Communication – letters, minutes, memos, e-mails, presentations
- Verbal Communication – telephone, meetings – private and public, one to ones
- People communicated with :-
- Councillors, Officers of this and adjacent councils – normally at team leader level, members of the

public, Community Organisations/other bodies, Transport Operators and consultants, Civil Servants, Police, clients, contractors, representatives of Parish Councils/ Community Councils/other bodies, and liaison with/advising of professional associations and government agencies.

### **Values and Behaviours**

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **Other Key Features of the role**

It will also require dealing with contractors and members of the public in a professional and courteous manner.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	