



Role Profile

Job Title: Public Transport and Low Carbon Officer	Role Profile Number: SBC_11663
Grade: Q	Date Prepared: 25/01/2023
Directorate/Group: Economy & Development	Reporting to: Service Specialist – Public Transport Strategy
Structure Chart attached:	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) as required by the Department for Transport
- To co-ordinate the public transport network and manage all local authority aspects of public transport operations and forward planning.
- To provide support to the governance structure of the BSIP/EPPS (e.g., EPPS Board).
- To assist with building and supporting the partnership with local bus operators, community transport providers and other stakeholders, including negotiating with these groups to ensure their commitment to the funding and delivery of the BSIP/EPPS
- To be responsible for the implementation, review and update of Swindon Borough Council's Electric Vehicle Charge Point and Low Carbon Strategies, co-ordinating and managing the actions contained within it, and management of Electric Vehicle Charge Point assets. This will involve working across the council's departments to ensure the roll out of charge points enables residents, workers and visitors to Swindon have access to appropriate EV charging facilities while keeping ahead of new technology and industry best practice including low carbon.
- To support on bidding, development and research relating to low carbon/net zero forms of integrated transport

Key Accountabilities

- Manage, review and revise existing Public and Community Transport arrangements and contracts as required, invite tenders, award new contracts and negotiate contract variations as necessary. Be responsible for the arrangement and the provision of publicity and marketing of public transport services as appropriate. Liaise with contractors, the Traffic Commissioner, members of the public, Councillors, developers, the Police and other bodies as appropriate. To work with neighbouring LTAs (especially across wider travel to work areas) to ensure cross – boundary services are suitably integrated.
- To understand legislation and guidance from government departments that impacts buses, and how to make best use of it to deliver improvements to buses.
- To understand the Public Sector Equality Duty and Equality Act 2010 and its context for public transport operations
- To ensure that buses provide a service for all residents, especially given that protected characteristic groups use the bus disproportionately more than the general population.
- To seek and incorporate best practice on buses from across the country.
- Monitor contract performance and compliance and take appropriate action in respect of problems, failures and complaints.
- To work with bus operators both commercial and tendered to ensure that local people have access to an effective, user friendly and integrated bus network.
- To engage with the public and local stakeholders (including business) to ensure that bus services meet the needs of the local population and visitors.
- To work with other transport teams in the authority, especially highways/traffic/parking/town centre development to ensure the bus is integrated into the decision making for local roads and transport
- Manage Swindon Bus Station and then its replacement, the new Bus Boulevard facilities in Fleming Way and to ensure the operational area is maintained and cleaned and health and safety conditions are observed.
- To support on transport integration projects including bus/walk, bus/cycle and bus/rail interchange and refreshing of the Swindon Station travel plan.
- To support on customer insight for public transport users including travel surveys.
- Manage 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. To work with bus operators on marketing, communications, and information to ensure that bus services are well publicised across the LTA area.

- To analyse, prepare and make contributions and recommendations to development plans concerning the level and type of public transport to be provided in conjunction with local bus operators as appropriate.
- Represent the Council at meetings concerning public transport information bodies/groups dealing with the operation of Traveline.
- Co-ordinate the monitoring, recording, reporting of details of complaints received from all sources including relating to transport operators to ensure appropriate action is taken regarding any breaches of contractual terms. Respond to complaints or questions as appropriate.
- Lead on the end-to-end process of rolling out charge points across the borough based on resident consultation and strategic requirements, including preparing bids for funding, coordinating the procurement process, assisting with the delivery of the points, working with external stakeholders (developers, bus companies) and managing contracts with suppliers.
- Promote low carbon and EV ownership and its benefits to residents and encourage local employers to provide EV charging for their workforce by signposting grants and benefits to their organisation.
- Development of transport and low carbon policies and strategies, including (but not limited to) Electric Vehicle Charge Points for inclusion in the Council's Core Strategy, Area Action Plans and the wider Local Development Framework, in addition to the Local Transport Plan making recommendations on policy decisions in order to deliver national, regional and local planning guidance and other local priorities.
- Undertake studies and analysis on potential EVCP/low carbon related and other transport projects, as part of the capital programme, recommending feasibility of proposals in order to ensure best value for money and deliverability towards local and national transport targets and objectives.
- Manage implementation of capital programme schemes, to ensure timely completion, in-line with approved budget and in-line with aims and objectives of regional, national and local policies.
- To advocate the key principles and provisions of the Equality Act 2010 and its implications for the public transport sector.
- Budget/resource management in accordance with the council policies and procedures. Analysis, Reporting & Documentation.

Supplementary Accountabilities

- Prepare reports, investigate and advise on policy changes in line with national guidance and benchmarking.
- Represent the Council at meetings concerning public transport information bodies/groups dealing with the operation of Traveline. Attend meetings on EV and low carbon issues and projects, chairing where appropriate including attending evening meetings outside normal working hours.
- Manage the administrative functions of public and community transport meetings.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.
- 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.
- Provide cover for the Service Specialist – Public Transport Strategy when absent.
- Undertake any other duties that can be accommodated within the level of the post.

Knowledge & Experience

Essential:

- Possess good verbal and written communication skills and actively enjoy working on a wide range of topics that may initially be unfamiliar.
- Have an understanding of the current national, regional and local policies and guidance related to Public Transport, EV, low carbon and its infrastructure.
- Experience in Public Transport Planning and/or Co-ordination.
- 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.
- Strategic awareness of future service development and requirements.
- Experience in data collection, monitoring, and reporting.
- Experience of procurement and tendering of public transport contracts.
- Ability to manage competing priorities and deadlines.
- Effective interpersonal, influencing and negotiation skills and proven decision making skills.
- Ability to manage own time and deliver what is required in an efficient manner.
- Ability to manage a range of projects through to completion.
- 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.
- Ability and confident to conduct lone working.
- Excellent IT skills, including MS Office and database management systems or processes.
- Ability to undertake technical work relevant to the role.
- Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.
- Experience of working in a customer care environment.
- Experience of managing financial spreadsheets.

Desirable:

- Experience of Local Authority practices and processes.
- Experience of using computerised mapping systems.

Qualifications

- Preferred educational requirement - Relevant HND/HNC/ Chartered Institute of Logistics & Transport qualification (Certificate or Diploma) or civil engineering.
- Educated to A-level standard, or compensatory experience.

Decision Making

- Post holder required to prioritise own workload on daily basis to meet the service needs, ensuring any statutory deadlines are met as part of the team.
- Procedural decisions – within context of national legislation and regulations, Council standing orders and guidelines.
- Day-to-day decisions – to other officers, local authorities, administrative staff, clients, contractors.
Day to day decisions – advice to members within the team
- Strategic – in consultation with the Service Specialist – Public Transport Strategy based on legislation and member decision

Other Key Features of the role

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

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	