

JOB DESCRIPTION

JOB TITLE:	Transport Operations Officer
MANAGED BY:	Transport Operations Team Manager
GRADE:	7

BACKGROUND

Working at the West of England Combined Authority

The West of England is a fantastic place to live and work; a place where ideas flourish and businesses grow, and a diverse population calls home. With a highly-skilled workforce, innovative businesses, rich cultural and natural assets, and excellent connections, the West of England competes on a global scale.

In 2017, the West of England Combined Authority was formed to bring the region together to drive economic growth. Significant powers and funding were transferred to the region to support work to ensure residents have better skills, more job opportunities and a better quality of life. In May 2021, the second Metro Mayor for the West of England was elected, and we're working with our regional partners and with Government to deliver against our ambitious agenda, protect the environment and ensure the West of England continues to be a thriving, successful and innovative place for future generations.

Covid-19 has had a big impact on the West of England, and we are leading the regional economic recovery, bringing people together to ensure our region continues to build on its success.

The Combined Authority is made up of three of the region's local councils - Bath & North East Somerset, Bristol and South Gloucestershire. Building on a strong track record of partnership working in the region, the Authority continues to work closely with North Somerset Council. The Authority also the accountable body for the West of England Local Enterprise Partnership.

We are an equal opportunities employer, in line with the Equalities Act 2010, and invite applicants to contact us to identify any additional support needed during the recruitment process.

PURPOSE OF THE JOB

To assist in the implementation of the West of England Combined Authority's Transport Vision, Joint Local Transport Plan and Bus Strategy, primarily through delivery of the Transport Authority operational functions. The Transport Operations Officer role will support one of the key areas of Bus Services, Bus Information or the Bus Improvement Programme within the Transport Operations group.

KEY RESPONSIBILITIES

- To assist in preparing and implementing the operational elements of the Joint Local Transport Plan, Bus Strategy and associated public transport strategies for the West of England region.
- To assist in managing, delivering and monitoring elements of the West of England Combined Authority's operational functions as Transport Authority for the Region and the Integrated Transport Authority functions, covering concessionary fares, bus information, community transport and supported bus services.
- To assist in the preparation of reports and presentations for Committees and other public meetings.
- To assist in the development and/or delivery of Transport projects utilising expertise and knowledge.
- To receive and respond to enquiries from members of the public, colleagues, stakeholders and elected members.
- To co-ordinate the transport operations input into the development of the spatial planning approach for the region and other supporting region-wide plans, strategies, and documents such as Supplementary Planning Documents, Development Briefs and Design Guidance.
- To work with the constituent councils and wider stakeholders in the development of strategies for specific areas or transport modes affecting the West of England region, such as the appraisal of bus operating frameworks, assessment of Clean Air Zones and operation of a Key Route Network.
- To ensure that there is participation by stakeholders, community interest groups and others in the development, review and implementation of the West of England Combined Authority's strategies, policies and schemes.
- To utilise professional and management skills to ensure that the Combined Authority's own transport policies move towards greater sustainability and support climate challenges.
- To assist in any other areas of comparable work as may be required due to workloads and priorities.

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PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated with relevant qualifications at NQF/QCF/FHEQ Level 4, or NQF/QCF Level 3 plus substantial relevant experience or equivalent.
- Understanding of the public transport functions of a Transport Authority, transport legislation, regulations, national policies and professional best practice.
- Appreciation of the political environment, structures and culture of local government related to the role.

Experience

- Understanding of transport and highway legislation, regulations, national policies and professional best practice.
- Experience of working with urban, rural, sustainable and public transport issues.
- Experience of working with internal and external partners to achieve shared outcomes.
- Experience of engaging with members of the public to discuss issues and resolve enquiries and complaints.
- Experience of working both independently and as part of a team.
- Experience in research, analysis and monitoring of transport issues.

Skills and Competencies

- Excellent written, communication and presentational skills.
- Ability to communicate effectively with elected Members and colleagues at all levels across the Combined Authority, constituent councils, stakeholders and members of the public.
- Ability to give advice and, when necessary, negotiate assertively but with tact and diplomacy.
- A strong team player with a collaborative work style.
- Able to research, collate and analyse complex issues and develop innovative approaches to problem solving.
- Able to prioritise workload, to work under pressure and meet deadlines, acting on own initiative when necessary.
- Proficient user of the Microsoft Suite (or equivalent), specifically Outlook, Word and Excel.
- Ability to quickly learn new IT software as required for the post.

DESIRABLE

- Educated to degree level or equivalent in a relevant discipline, for example transport planning, geography, environmental studies or engineering.
- Relevant post graduate qualification.
- Experience of working in a highly visible public sector environment
- Project management skills and experience
- Budget management skills and experience

REWARDS AND BENEFITS

Staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - all employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months.
- The Combined Authority has adopted a Hybrid working approach, which enables employees to split their week between working in the workplace and working remotely. Hybrid Working forms just part of the flexible working options that the Combined Authority is offering as the new way of working. Flexible working is an arrangement that enables employees to have a way of working that suits and employee's and employer's needs whilst maintain a work-life balance.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £9.50 - significantly higher than the government minimum for over 25s, currently £8.72 per hour. It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

