

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Transport Operations Officer
<b>MANAGED BY:</b>	Transport Operations Team Manager
<b>GRADE:</b>	8

## 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 Senior Transport Operations Officer will provide public transport expertise and leadership through extensive knowledge within one of the key areas of Bus Services, Bus Information or the Bus Improvement Programme, whilst having a sound understanding of the issues across all areas of the Transport Operations Team.

## KEY RESPONSIBILITIES

- Prepare and implement the operational elements of the Joint Local Transport Plan, Bus Strategy, Bus Information Strategy and other public transport strategies for the West of England region.
- Support the delivery, monitoring and improvement of WECA's operational functions as Transport Authority for the Region, covering concessionary travel, bus information, community transport and supported bus services.
- Provide professional and technical expertise in one of the key areas of the Transport Operations Team, including Bus Services, Bus Information and the Bus Improvement Programme
- Manage small to medium projects with limited supervision, including budget management and the preparation of funding bids.
- 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.
- 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.
- Utilise professional and management skills to ensure that WECA's transport policies move towards greater sustainability and support climate challenges.
- Prepare reports and present these where necessary at Committees and other public meetings.
- Manage the engagement with bus operators in management of the bus network and advise on future service improvements.
- Procure and manage the commissioning of consultancy work for transport policies and projects where necessary.
  - Assist and lead in other areas of comparable work as may be required.
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## PERSON SPECIFICATION

### ESSENTIAL (MUST HAVE)

### **Qualifications and Knowledge**

- Educated to degree level or equivalent in a relevant discipline, for example transport planning, geography, environmental studies or engineering.
- 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**

- Experience of working in an operational or service delivery role in a field closely related to the service area.
- Evidence of managing and monitoring small to medium sized projects, including supervision of budgets and staff.
- Evidence of providing guidance, advice, instruction, support, training and motivation to other team members.
- Experience of working with key operational stakeholder groups to achieve corporate objectives.
- Experience of working with urban, rural, sustainable and public 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, but with the ability to work effectively independently.
- 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.
- Ability to interpret and monitor financial and statistical data.
- Ability to demonstrate knowledge and/or experience of equalities and diversity issues.

### **DESIRABLE**

#### *Qualifications and Knowledge*

- Relevant postgraduate qualification.
- Previous experience of working for a Local Authority.
- Experience of working in a highly visible public sector environment.
- Understanding of the range of issues and support required by the Transport Operations group and how to apply this practically.

- Understanding of the local, regional, national and international environment relevant to the post.
- Project management qualification and extensive experience of working within project teams.

## 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 £9.90 - higher than the government minimum for over 23s, currently £9.50 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 cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.