

JOB DESCRIPTION

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

BACKGROUND

The West of England Combined Authority is seeking to appoint a Transport Operations Officer to join the Integrated Transport Operations Team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player as we create West of England Sustainable Transport. We are delivering on the big transport improvements people in the region need and deserve, changing how people travel, making journeys affordable, reliable, enjoyable, and safe.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Transport Operations Team Manager, the Transport Operations Officer will 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.

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

Qualifications and Knowledge

- 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

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

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 £15.17 - higher than the government minimum for over 23s, currently £10.42 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.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

