

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Transport Operations Assistant
<b>MANAGED BY:</b>	Transport Operations Team Manager
<b>GRADE:</b>	6

### BACKGROUND

The West of England Combined Authority is seeking to appoint a Transport Operations Assistant 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.

### 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 Assistant will provide support to officers across the Transport Operations Team, providing a comprehensive administration service for customers, colleagues and other stakeholders as required.

This role will act as the first point of contact with the Transport Operations Team for

members of the public and for some external stakeholders.

## KEY RESPONSIBILITIES

- To assist colleagues in managing, delivering and monitoring elements of the West of England Combined Authority's operational functions as Transport Authority for the Region.
- Contribute to cooperative working across the Transport Operations Group, supporting colleagues in conjunction with shared objectives, including support with specific projects as needed.
- To support colleagues with bus information tasks, including verifying and processing data, and supporting the preparation of bus timetables and other public transport information in both paper and digital forms.
- To support colleagues with collecting and analysing various forms of data relating to bus usage and performance.
- To assist colleagues in undertaking analysis and the preparation of reports and presentations for Committees and other public meetings.
- To receive and respond to enquiries from members of the public.
- 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

- Good standard of general education including English Language and Maths to GCSE level (or equivalent)
- Excellent IT skills including Microsoft Outlook, Word, Excel and Powerpoint

#### Experience

- Experience of working in an office environment within a dynamic and complex organisation
- Experience of delivering high-quality customer service (internal and external to the organisation)

#### Skills and Competencies

- Excellent communication and inter-personal skills
- Excellent organisational and administrative skills
- Excellent customer services skills
- Good ability to manage and prioritise workload
- Good knowledge of the role of a Local Transport Authority
- Proficient user of the Microsoft Suite (or equivalent), specifically Outlook, Word, Excel and Powerpoint
- Competent in using the Internet and other basic IT software packages

### DESIRABLE

- Experience and understanding of the local public transport network within the region
- Experience in customer services and handling enquiries and complaints from members of the public

### 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 £14.21 - 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.