

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	CORPORATE & FRONTLINE SERVICES
Division:	HIGHWAYS AND STREETCARE
Section:	TRANSPORTATION
Sub Section:	SCHOOLS AND COMMUNITY CARE TRANSPORT
Post Title:	TRANSPORT ASSISTANT
Vision Post Number:	
Grade:	GR6
Responsible to:	TRANSPORTATION MANAGER - 11400
Posts Reporting to this Post:	NONE
Team:	INTEGRATED TRANSPORT UNIT
DBS Required Level:	N/A
Location:	SARDIS HOUSE, PONTYPRIDD
Date of Description:	28.07.16

KEY OBJECTIVES

1. To provide a lean, integrated, transportation service focussed on the delivery of a safe, efficient and effective range of passenger transport services to a broad range of clients that has close working relationships with key partners, as well as clear and effective cost control.
2. To achieve a more effective and integrated management of the Council's contracted transport requirements that through a planned procurement strategy ensures efficiencies are achieved for the Council.
3. To work more closely with the Directorates of Community and Children's Services and Education and Lifelong Learning to clearly define each other's roles and responsibilities in order to ensure that their

requirements are met and services are delivered in a manner that is more customer focused and client led.

4. To make progress to promote inclusive transport.

SPECIFIC RESPONSIBILITY

1. To contribute to the achievement of the objectives and performance targets as set out in the Business Plan for the Integrated Transport Unit (ITU).
2. To make an active and positive contribution to the overall operation of the ITU and the Council.
3. To be responsible for providing technical expertise and support for the ITU.
4. To provide high quality customer service in the investigation and response to customer complaints and queries in relation to passenger transport (bus stations, bus stops, college transport, community care transport, concessionary travel, looked after children's transport, public transport, school transport and special education needs transport), in accordance with Council policy and direction.
5. To investigate and draft lines of reply in relation to all aspects of passenger transport for Senior Management to respond to Councillors, Assembly Members and MPs, in accordance with Council policy and direction.
6. To assist in the preparation of reports and provide passenger transport related advice for Senior Management and Councillors, in accordance with Council policy and direction.
7. To assess service requests in relation to all aspects of passenger transport in accordance with Council policy and direction and to identify the most cost effective ways for their delivery.
8. To be responsible for the preparation and processing of contract documents, invitation of quotations / tenders, award and management of contracts for the provision of passenger transport, including bus stop infrastructure, in accordance with the Council's Standing Orders.
9. To establish, coordinate and maintain appropriate databases and management information systems that relate to the provision of passenger transport, including bus stop infrastructure and the monitoring of operational compliance of passenger transport activities performed by the ITU, and to compile, update and manage those databases.

10. To undertake the Disclosure and Barring Service checking procedures for drivers and escorts engaged on all passenger transport contracts let by the Integrated Transport Unit.
11. To administer the Council's pool of Volunteer Drivers and the operation of the Dial a Ride scheme.
12. To liaise with the Emergency Duty Team for Community and Children's Services regarding out of hours transport requirements.
13. To prepare and distribute publicity and other materials that promote the provision and wider use of passenger transport.
14. To establish and deliver a robust programme of reactive and proactive performance and contract monitoring in relation to the operational activities of the Integrated Transport Unit, ensuring that contract performance meets the specification laid down, record results and take any appropriate contract management action.
15. To gather bus and rail patronage data, survey concessionary travel use, inspect public transport infrastructure, and monitor the safety, quality and comfort of the passenger transport services provided under contract to the ITU ensuring that the duty of care to all passengers carried is met, and to analyse the data collected.
16. To work in partnership with transport operators, suppliers, neighbouring authorities, funding agencies and outside bodies to improve passenger transport.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	<p>A working knowledge of transport issues and provision.</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills.</p>	<p>A knowledge of relevant software packages.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
EXPERIENCE	<p>Experience in administration, including the use of ICT systems including all Microsoft packages.</p>	<p>Experience in the administration of transport, including the use of the Council's e-procurement system (BRAVO), Capita ONE system and Financials creditor system.</p>
COMPETENCIES	Tech Specialist and Prof. Competency Framework	
Working in Partnerships and Teams	Prevents or overcomes conflict.	
Communicating Effectively	<p>Adapts their style of communication to suit their audience including translating technical language.</p>	

Achieving Results	Anticipates potential problems and resolves them early.
Being Accountable	Takes full responsibility for delivery of tasks.
Focusing on Service Users	Sets clear and realistic expectations for customers.
Professional Expertise and Development	Analyses and evaluates information and data accurately.
Creating and Responding to Change	Contributes ideas to better manage systems, processes or practices.
Managing Resources	Seeks out alternative solutions to achieve outcomes within available budgets.
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	