

## JOB DESCRIPTION

**Job Title: Casual Bus Surveyor**

**Directorate & Section/Unit: Economy and Infrastructure**

**Reporting to: Highways and Transport Systems Manager**

**Salary Grade: Scale 2, SCP3**

**WCC Management Level: Front-line**

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.
- **Purpose of job:** To carry out on-bus passenger surveys gathering data for analysis on a variety of on board, timed and journey data

To undertake passenger counts, origin and destination questionnaires and journey purpose data on local bus services throughout Worcestershire.

### Main Activities & Responsibilities:

- To delivery bus passenger surveys and passenger counts on local bus services throughout Worcestershire including school services, local bus and Demand Responsive Transport services
  - To carry out “ad hoc” surveys and counts at bus stations, rail stations and roadside locations.
  - To assist with surveys, counts and pass checks at schools and on education contract services – subject to availability.
  - To assist with arranging specific market research initiatives, promotional events, public relation activities and publicity distribution.
  - To attend roadshows and local events, where required, to deliver agreed marketing strategies and promotional support
  - To support in analysis of market research and information gathered from promotional events and PR activities
  - To act as an ambassador for Worcestershire County Council
  - To undertake appropriate training both online and in person as required
  - To support the key departmental tasks where needed, during peak times of the year - such as school holidays
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- To provide support during emergency events, such as extreme weather events, by assisting with the coordinated emergency response
- To undertake additional support required by the department where necessary

### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school-based staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

### **Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: Sarah Wildblood

Date: 25<sup>th</sup> March 2019

## PERSON SPECIFICATION

**Job Title: Highways and Transport Casual Bus Surveyor**  
**Directorate & Section/Unit: Economy and Infrastructure**  
**Reporting to: Highways and Transport Systems Manager**

### EXPERIENCE:

It is **essential** that the post holder has:

- Demonstrable experience of working in a customer service role or environment
- Demonstrable experience of working in a transport operations environment

It is **desirable** that the post holder has:

- Experience of conducting surveys

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Good IT skills and proficient in Microsoft Office
- Excellent communication skills
- The ability to engage with a variety of people
- The ability to prioritise own workload
- Detailed knowledge of extracting numerical and text data with the ability to present it clearly and accurately
- The ability to build effective working relationships and work independently or as part of a team
- Polite and approachable when dealing with members of the public face-to-face, over the phone and by email
- The ability to remain calm and tactful when dealing with difficult situations

It is **desirable** that the post holder has:

- A basic knowledge of transport operations
- Knowledge of customer surveys and market research techniques

### QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A level 2 qualification (e.g. GCSE A-C) or equivalent in English and Maths

### ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- The ability to travel