

JOB DESCRIPTION

Job Title: Principal Transport Review Officer
Directorate & Section/Unit: Economy and Infrastructure
Reporting to: Head of Transport Commissioning and Network
Responsible for: N/A
Salary Grade: PO1
DMA Management Level: Frontline
DMA Span of Control (Direct Reports): N/A

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 meets 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 be the Principal Review Officer for all areas of Transport Operations, responsible for the design, implementation and monitoring of the Council's Transport Operations, in accordance with relevant legislation and Statutory Duties.

To include –

- Home to School Transport Operations under our statutory and discretionary policies,
- Adult Social Care Transport Operations,
- Subsidised Local Bus Transport Operations,
- Responsible for the planning, review and development an integrated approach to transport reviews, ensuring efficient network design and procurement.

Main Activities & Responsibilities:

- To manage the relationship with providers and the passenger transport networks, ensuring offers of work to the market are commercially focused and based on market intelligence, supporting sustainable networks.
- Plan the commissioning cycle based on Identification, analysis and assessment of service need to ensure that work on offer is phased and co-ordinated to allow operators to combine different types of work based on short-, medium- and long-term plans to achieve best value for the authority overall.
- To plan and allocate work as appropriate to the Transport Network Planning & Review Offices and supervise the work where required, to also be the first point of contact for those post to escalate any issues.
- To lead on the production of options appraisals and recommendations for service design, develop optimum locally tailored solutions ensuring an appropriate realistic timeline for contract mobilisation.

- To develop (jointly with Contracts & Compliance Manager) monthly Key Performance Indicators (KPI's) to monitor operator compliance/performance including plans of action to address non-compliance or under performance.
- To be the lead for developing provider relationship management ensuring interest in transport provision and opportunities for providers is communicated effectively.
- To ensure appropriate programmes of market capacity building are in place to support and develop new providers and to ensure that a range of providers exists for the council's current and future service requirements.
- To develop and manage processes for monitoring performance of commercial bus services.
- To lead on consultation exercises with members of the public, councillors and partners (internal and external), ensuring the authorities policies, protocols and linkages with corporate communications are adhered to.
- Develop and maintain an emergency plan, based on market intelligence identifying which operators in which area are likely to be able to provide services at short notice, e.g. operators of last resort. To lead on network emergency planning and service communications updates for the general public, external agencies, internal/external stakeholders, members and media.
- To assist with the preparation of transport budgets and to provide robust financial business cases for service developments, whole school reviews and network changes.
- To Lead on service analysis that evidences whether the performance of commissioned services is meeting statutory requirements and that the desired outcomes are being delivered, including evidence review and evaluation of results of QA monitoring
- To work in conjunction with Strategy and Infrastructure Team on the preparation of S106 developer contributions for Passenger Transport network improvements providing evidence-based business cases that maximise developer contributions for transport options, for both commercial and community based transport operations.
- To work in a partnership context with third sector organisations, to develop their service offering and commercial sustainability, for the provision of public, mainstream, Social Care and SEND transport and to assist the community transport officer with short, medium and long term plans ensuring strategic compatibility with the authorities objectives.

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

- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

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, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- 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: Stuart Payton

Date: May 2024

Date of grading confirmation: 11/06/2024

PERSON SPECIFICATION

Job Title: Principal Transport Review Officer

Directorate & Section/Unit: Economy and Infrastructure

Salary Grade: PO1

EXPERIENCE:

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

- Substantial experience in the commissioning, evaluation, source, and design transport networks and services
- Significant experience of managing large contracts and network reviews
- Significant experience of successfully managing, operating and negotiating with public and private organisations
- Significant experience of procurement processes and procedures
- Significant experience of managing a team to achieve required visions and outcomes
- Significant experience of financial processes and procedures including reviewing, monitoring and budgetary control in a commercial environment
- Significant experience of market shaping, analysis and development
- Significant experience of managing large complex projects and associated processes and functions
- Considerable experience of using IT systems and software packages
- Considerable experience of developing, implementing and monitoring KPI's
- Considerable experience of change management and process re-engineering

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Expert knowledge of legislation including Highways and Transport Acts; Bus Services Act 2017, Education Act 2011, Equality Act 2010, Highways Act 1980 and WCC statutory duties.
- Specialist knowledge of WCC Education Travel Policy and Assessment processes
- Expert knowledge of commissioning, evaluating, designing and reviewing transport networks and services
- Specialist knowledge of successfully managing large contracts and network reviews
- Specialist knowledge of procurement processes and procedures
- Specialist knowledge of managing a team
- Specialist knowledge of financial processes and procedures including reporting, monitoring and managing budgets
- Specialist knowledge of market shaping analysis and development
- Specialist knowledge of project management and their associated functions and processes
- Detailed knowledge of technology packages and software
- Detailed knowledge of managing, implementing and monitoring KPI's
- The ability to contribute to innovation initiatives successfully drive change and service area improvements
- The ability to negotiate and operate with a public or private sector organisation
- The ability to investigate, report and analyse information from a range of sources
- The ability to identify and assess the needs of customers, taking ownership and appropriate action whilst demonstrating tact and diplomacy

- Excellent interpersonal and communication skills – both written and oral - and the ability to establish positive relationships with a variety of staff, elected members and external agencies, groups and individuals
- The ability to analyse and solve complex issues effectively
- The ability to deal with sensitive and /or confidential information and ensure GDPR compliance
- The ability to evidence effective outcomes through intelligence-led market shaping and development
- Good planning, problem solving, numerical and analytical skills.
- The ability to attend meetings at various locations
- The ability to work outside normal office hours occasionally, if required

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- A Level 6 qualification or equivalent compensatory experience.

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

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office
- Membership of an appropriate professional body
- Passenger Transport CPC

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