

## The Highland Council

### Job Description

<b>Service:</b>	Community Services	<b>Section:</b>	Transport Co-ordination
<b>Job Title:</b>	Transport Assistant		
<b>Grade and Salary:</b>	HC04 £18,527 - £20,820		
<b>Location:</b>	Carr's Corner, Fort William		
<b>Responsible to:</b>	Transport Officer		
<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>▪ To administer contracts and monitor contract costs, performance and usage</li><li>▪ To provide technical assistance with all Transport Co-ordination Unit activities including contracts, information and infrastructure</li><li>▪ To assist the Transport Officer in the range of her duties</li></ul>		
<b>Key Duties and Responsibilities:</b>	<ol style="list-style-type: none"><li>1. Assess entitlement of pupils to receive free school transport, whether on grounds of distance or road safety, and compile and maintain pupil lists</li><li>2. Communicate with schools and parents about school transport</li><li>3. Process bus service registrations and identify changes</li><li>4. Assist with assessing transport needs and making service changes</li><li>5. Assist with procurement process for bus services and related provisions</li><li>6. Maintain records of contracts, infrastructure, costs and other activities of Transport Co-ordination Unit</li><li>7. Monitor compliance with contract specifications, including on-bus surveys</li><li>8. Analyse passenger and revenue data, including liaison with contractors where required</li><li>9. Negotiate minor changes to transport contracts</li><li>10. Produce and distribute public transport publicity, both on paper and website</li><li>11. Identify and assess sites for bus stops and shelters</li><li>12. Process Transport to Employment (T2E) memberships and bookings</li><li>13. Produce transport passes for school pupils</li><li>14. Programme ticket machines and maintain ticket machine back office system</li><li>15. Train bus drivers in use of ticket machines</li><li>16. Check invoices and approve for payment</li><li>17. Respond to complaints and enquiries</li><li>18. Attend meetings when required, with possible minute taking</li><li>19. Cover for Transport Officer when out of the office</li></ol>		
<b>Other Duties:</b>	<ul style="list-style-type: none"><li>▪ The post holder may be required to undertake any other duties appropriate to the level of the post.</li><li>▪ Duties and responsibilities will vary from time to time.</li></ul>		

**Health & Safety:**

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Be familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council
- Have an understanding of the importance of Health and Safety in the workplace, and familiarise themselves with the Highland Council's Health & Safety Procedures.

**Date:**

27 November 2017

## **The Highland Council**

### **Person Specification**

**Service:** Community Services

**Job Title:** Transport Assistant

#### **Essential Attributes**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

1. Competence in the use of Microsoft Office – e.g. European Computer Driving Licence or equivalent
2. High level of numeracy – e.g. Standard Grade at Credit level in Mathematics, or other qualification in Maths, Statistics, Accountancy or a related subject
3. High level of written and verbal communication skills required for contact with public and contractors by letter, email, telephone and during survey and training work
4. Experience of office administration
5. Experience of working with members of the public
6. Competence in using public transport timetables
7. Proven ability in work requiring accuracy and careful attention to detail
8. Ability to learn new skills, including those required to operate specialist ICT applications
9. Ability to organise and plan activities to meet deadlines
10. Ability to work co-operatively with other members of the team and with contractors' staff
11. Commitment to providing a quality service
12. Strong customer focus including the ability to demonstrate the ability to handle potentially difficult situations in a sensitive manner
13. You will be expected to travel efficiently and effectively between various work locations within Highland to meet the operational requirements of the Service. Occasional evening work and stays away overnight may be necessary.

#### **Ideal Attributes**

Ideally you will be able to provide evidence of the following:

1. HNC or similar qualification relevant to transport or business administration
2. Previous experience in public and/or school transport planning and administration
3. Knowledge and experience of administrative procedures in schools