

Job Description

Job title	Public Transport Planner
Directorate	PLACE : Regeneration, Community and Culture
Division	Transport & Parking Service
Range	MPR 4
Reports to	Senior Public Transport Planner

Main purpose of the job:

To support the delivery of quality public transport services in Medway by providing specialist technical and administrative support for the Bus Service Improvement Plan (BSIP) and Enhanced Partnership (EP) outputs, as detailed below, including the successful operation of Chatham Waterfront Bus Station.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

- Coordinate the continued development, review, and delivery of the Local Transport Authority's (LTA) BSIP and EP, reporting back progress to the Department for Transport (DfT) and other key stakeholders, as applicable.
- Provide support to the governance structure of the BSIP/EP (e.g., EP Steering Group).
- Build and support the partnership with local bus operators and other stakeholders, including negotiating with these groups to ensure their commitment to the funding and delivery of the BSIP/EP.
- Work with bus operators (commercial and tendered) to ensure that local people have access to an effective, user-friendly and integrated bus network.
- Engage with the public and local stakeholders (including business) to ensure that bus services meet the needs of the local population and visitors.
- Understand and promote (both within the local authority and externally) the wider role of the bus in delivering outcomes across the authority's agenda, including economic and social outcomes such as climate change/air quality, levelling up, employment, education, health etc.
- Work with other relevant teams within the authority, particularly highways/traffic/parking to ensure bus is integrated into the decision making for local roads.

- Work with neighbouring LTAs (especially across wider travel to work areas) to ensure cross-boundary services are suitably integrated.
- Understand legislation and guidance from government departments that impacts buses, and how to use it to deliver improvements to buses.
- Identify funding opportunities for bus, whether from central government or local sources.
- Understand the Public Service Equality Duty and ensure that buses provide a service for all residents, especially given that protected characteristic groups use the bus disproportionately more than the general population.
- Work with bus operators on marketing, communications, and information to ensure that bus services are well publicised across the LTA area.
- Seek and incorporate best practice on buses from across the country.
- Seek training opportunities on bus related issues e.g., upcoming Bus Centre of Excellence, and Chartered Institute of Logistics and Transport (CILT) training syllabus on buses.
- Respond to enquiries from the general public, senior officers and elected Members, organising meetings, taking and producing minutes and notes when required.
- Deal with occasional exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Public Transport Planner.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and partially from home.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to GCSE, BTEC, NVQ level 3 or equivalent qualification.

Level B (in addition)

- Relevant practical experience in public transport or a related field including a commitment to complete recognised public transport accreditation.

Level C (in addition)

- Other relevant evidence relating to formal training in the operation and design of the service area and/or the completion of appropriate public transport accreditation.

Knowledge

Level A

- Demonstrable knowledge of Medway's Bus Service Improvement Plan (BSIP) and Enhanced Partnership (EP) with bus operators and other local stakeholders, including local bus services operating within and outside of Medway.
- Knowledge of public transport policies and associated obligations, both nationally and locally.

Level B (in addition)

- Demonstrable knowledge of the technical and professional aspects of public transport.
- Knowledge of public transport legislation and national operating environment
- Detailed understanding of national policy guidance in relation to public transport, such as the National Bus Strategy and Bus Service Improvement Plan.

Level C (in addition)

- Ability to demonstrate the practical and/or procedural knowledge in a specialist area, as well as the ability to turn theoretical knowledge into practical applications, or an equivalent level of organisational, procedural and policy knowledge (this would normally equate to graduate level or the equivalent considerable experience).

Experience

Level A

- Demonstrable experience of working in a transport role in a local authority, public body or similar organisation, including political awareness, partnership working and best value principles.

- Practical experience of the production of public transport information and delivering public consultation and engagement.

Level B (in addition)

- Demonstrable experience of providing general information, advice and guidance on established internal procedures in relation to the sustainable transport remit.
- Demonstrable experience of integrating public transport with other modes of transport, such as rail, cycling and walking, including the design and delivery of bus priority measures.
- Demonstrable experience of ensuring that continuous improvement is maintained within the service area.

Level C (in addition)

- Experience of planning, delivering and evaluating sustainable transport projects, campaigns and initiatives.
- Evidence of the successful delivery of public transport schemes and initiatives arising from new development proposals.
- Evidence of monitoring the impact of public transport schemes and initiatives including route and area check tools to assess the quality of designs.
- Experience of leading bus workshops and/or bus operator meetings and organising and running events.

Skills

Level A

- Demonstrable ability to work within recognised procedures which leave some room for initiative, including lone working, previous experience of responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems.
- Demonstrable ability to either: (i) deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or (ii) the equivalent of between one and two hours undertaking repeated manual calculation or other work with figures, report writing or preparing presentations, or (iii) periods of hours at a time (e.g. a morning or afternoon) being alert to risks or the checking of documents or equivalent.
- Can demonstrate dexterity, co-ordination, or sensory skills, where there is some demand for precision in the use of these skills.
- Competent user of ICT packages i.e. Word, Excel, Outlook and Powerpoint, with the ability to demonstrate the application of these within a work context.
- Full driving licence valid for use in the UK.

Level B (in addition)

- Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking.

- Demonstrable developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions have to be made without access to a manager.

Level C (in addition)

- Demonstrable ability to analyse and interpret varied and complex information or situations, develops solutions and/or strategies which take several months up to a year to formulate.
- Demonstrable ability to develop, promote and implement national, regional and local transport policy with specific regard to Bus Service Improvement Plans and Enhanced Partnerships.
- Demonstrable ability to either: (i) handle cash, process cheques, invoices or the equivalent or considerable sums of money (i.e. £251-£1,000 per day) where care and accuracy are important, and/or (ii) under supervision of the service manager, be accountable for small expenditures (up to £10,000 each) from an agreed budget or income, and/or (iii) provide general information, advice and guidance on established internal procedures in relation to finance.



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