# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Principal Transport Officer

# DEPARTMENT: Communities, Economy and Transport

# LOCATION: County Hall, Lewes

# GRADE: [East Sussex Single Status Grade 12](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Team Manager

# Purpose of the Role:

To assist the Transport Hub Team Manager in providing safe, reliable, cost-effective services across all areas of the team’s remit.

This role is located within the Transport Hub which is responsible for the provision of a variety of transport services for internal and external clients. These services range from fleet management to transport of Adult Social Care customers, contracted bus and community services and home to school transport.

The role is located within Transport and Operational Services which focuses upon integrated delivery, planning and monitoring, across a range of technical specialisms. The teams are focused on commercial aspects working with both internal and external clients as well as providing service delivery, including income generation.

# Key tasks:

1. Responsible for holding a caseload, including complex cases where there are competing and demanding deadlines; provide advice on policy, legal and regulatory issues and produce records of actions taken in respect of cases and record outcome and decisions.
2. Responsible for supporting other members of the team, including mentoring and training other members of staff, supporting them with more complex enquiries, appeal procedures and escalations.
3. Maintain comprehensive knowledge of relevant legislation and professional area and provide advice on legal and regulatory issues, including interpretation of local policy. Be the subject matter expert for the service on one or more areas of specialism.
4. Provide professional advice and information in relation to the service area to internal and/or external customers including the production of written advice for the intranet, internet or external publications as required.
5. Deputise for the line manager as required, including attendance at external meetings.
6. Responsible for responding to complaints from customers, including appeals, following local procedures for handling complaints.
7. Responsible for monitoring local budgets so budgets are used appropriately and effectively, maintaining records to account for spending.
8. Independently manage projects and hold accountability for delivery of the project objectives. This will include; ensuring project documentation is produced and maintained and progress is reported to the project sponsor and project board, engagement with stakeholders, responsibility for decision making and obtaining approvals through relevant governance processes.
9. Responsible for managing small to medium contracts which includes; ensuring contracts represent value for money, setting and monitoring KPIs, resolving contract issues and escalating compliance issues to contract sponsor as appropriate.
10. Ensure policies, procedures and regulations are followed by self and members of the team and lead on the development of local policies, procedures, systems and guidance in response to changes in legislation and best practice.
11. Plan and organise long term programmes of work including allocation of work to other members of the team, having regard to the effective use of resources and safe working practices.
12. Provide management data and reports to the Managers and to the Senior Management Team
13. Develop and maintain local and/or national professional networks and relationships with external organisations and professionals, including with partnership organisations.
14. Review the service provision and make recommendations for improvement to local systems, taking a lead on implementing changes.
15. Line manage and supervise staff to ensure the delivery of services which respond to local needs. Ensure that Council policies are met, staff wellbeing is maintained and staff performance continuously improves. This includes undertaking one to one’s, maximising Performance discussions and providing support with identifying training and development needs for staff and addressing any delivery or performance concerns.
16. Analyse very varied and highly complex information in order to develop strategies and plans in the long term. This will include working across more than one area of specialism or setting plans for more than one organisation, where there are competing priorities that need to be taken in account when developing plans.
17. Responsible for managing large or complex contracts which includes; leading on tendering of contracts, ensuring contracts represent value for money, setting and monitoring KPIs, resolving contract issues and escalating compliance issues to contract sponsor as appropriate.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Developed ICT skills
* Ability to organise own and others workloads to meet deadlines and deal with conflicting demands
* Able to use own initiative to solve complex problems and develop solutions
* Ability to accurately input and check computer data.
* Ability to communicate effectively with a range of customers and external partners and to use tact, diplomacy and negotiation skills
* Attention to detail and a high level of accuracy
* Ability to collate and analyse data and undertake research
* Ability to respond to complaints in a professional and courteous manner
* Coaching and mentoring skills
* Able to provide strong leadership skills and act as a role model for the team
* Ability to converse at ease with customer and provide advice in accurate spoken English
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# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview  |
| * QCF Level 6 or equivalent experience
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# Essential knowledge

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| These criteria will be assessed at the application and interview stage  |
| * Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* Developed Detailed knowledge of the services provided by the directorate
* Advanced knowledge of the teams subject area
* Advanced technical proficiency in one or more areas
* Project management principle and processes including governance processes
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# Essential experience

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| These criteria will be assessed at the application and interview stage  |
| * Significant customer service experience
* Problem solving and innovation
* Monitoring or managing a budget
* Supervising or managing staff or volunteers
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# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Good interpersonal skills.
* Strong customer service ethos
* Ability to work in a team
* Political awareness
* Able to remain calm under pressure
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**Date (drawn up): Modified October 2021**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: 12520**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |