

## Kent County Council

### Job Description: Public Transport Coordinator

---

|                        |   |
|------------------------|---|
| <b>Directorate:</b>    | <b>Growth, Environment and Transport</b>                  |
| <b>Unit/Section:</b>   | <b>Public Transport</b>                                   |
| <b>Grade:</b>          | <b>KR6</b>  |
| <b>Responsible to:</b> | <b>Mainstream Schools Transport and Local Bus Manager</b> |

#### **Purpose of the Job:**

The Public Transport department arranges a range of transport services for the Council's clients and the public, including taxis, minibuses, coaches and bus services.

Public Transport Coordinators monitor and assist in reviews of existing transport provision for a range of clients requiring travel assistance, procure transport services and be responsible for contract management, ensuring cost efficiencies and quality of service delivered and are the initial point of contact for customers (internal & external), providing information and resolution to enquiries.

#### **Main duties and responsibilities:**

1. Arrange bespoke transport for mainstream students on behalf of other Council departments.
2. Procure and arrange transport provision for clients, identifying the most appropriate mode of transportation based on the needs of passengers and available services.
3. To lead and/ or assist the Mainstream Schools Transport and Local Bus Manager in monitoring and reviewing existing transport services. Optimise services where appropriate and assist deploying inspector resource for sources of information.
4. Be the initial point of contact for customers (internal & external) providing information and advice relating to transport provision. Problem solve and provide resolution to issues of operator contracts and customer grievances.
5. Liaise with a wide range of audiences including; the public, operators, clients, learning providers and other departments within The Council to assist in the delivery and efficiency of transport.
6. Implement formal procedures for contractual complaints from clients and ensure they are responded to within specified timescales, where appropriate administer relevant penalties.
7. Support team members and other teams where appropriate in busy periods throughout the year.
8. Attend and participate in off-site meetings and operations.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Public Transport Coordinator

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

|  | <b>CRITERIA</b>  |
|--|--|
| <b>QUALIFICATIONS</b>                      | <ul style="list-style-type: none"> <li>Level 2 or 3 qualifications (or equivalent)</li> </ul>  |
| <b>EXPERIENCE</b>                          | <ul style="list-style-type: none"> <li>Experience of working in a busy office environment</li> <li>Experience of customer communication in both written and verbal form</li> <li>Experience in Microsoft Office and/or other database packages</li> </ul>  |
| <b>SKILLS AND ABILITIES</b>                | <ul style="list-style-type: none"> <li>Ability to work individually under pressure and to tight deadlines</li> <li>Ability to communicate in difficult circumstances</li> <li>Possess excellent time management and organisation skills</li> </ul>   |
| <b>KNOWLEDGE</b>                           | <ul style="list-style-type: none"> <li>Good geographical knowledge of Kent</li> <li>Understanding of passenger transport and procurement</li> <li>Knowledge and/ or understanding of GDPR</li> </ul>   |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> |