Kent County Council
Job Description: *Public Transport Inspector*

Directorate: **Growth, Environment and Transport**

Unit/Section: **Public Transport**

Grade: **KSD**

Responsible to: **Public Transport Business Manager**

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. Inspectors undertake observations and reviews of services, identifying any issues of concern and reporting to the department for their attention, suggesting opportunities for service improvement and liaising with service providers and schools as required.

Inspectors respond to specific taskings or self-task as part of a routine monitoring programme, produce daily reports, and ensure that service delivery complies with contractual requirements, together with undertaking associated administrative tasks.

Main duties and responsibilities:

- Attending a range of establishments within Kent and beyond to monitor the operation of contracted services so that performance can be evaluated and complaints addressed, formulating appropriate solutions where relevant. Ensure that staff and vehicles operating the services are compliant with the Council's contractual requirements.

- Undertaking surveys and checking service operation according to published timetables or schedules.

- Preparing written reports and updating records as required. Ensuring issues identified at inspection are progressed and taking action to address delays.

- Using and maintaining standard business ICT systems, including bespoke databases and electronic filing systems, ensuring that records are accurate and up to date.

- Manage and action routine correspondence and telephone calls on matters relevant to the role's overall activities.

- To open and maintain liaison with stakeholders, including transport providers, service users, schools and regulatory bodies.

- Develop positive working relationships with partners and present a positive perception of the Council.

- Work as part of a team, taking ownership for specific activities, supporting colleagues with routine and unexpected tasks and working collaboratively to ensure that duties are completed.

- Attend meetings and appointments as required, including representing the Council to service users and suppliers.

Footnote: This job description is provided to assist the job holder to know what their 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 Inspector*

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.

	CRITERIA
QUALIFICATIONS	• Level 2 or 3 diploma NVQ/GCSE (or equivalent) with practical ICT skills.
EXPERIENCE	• Experience of working in a regulatory and/or face-to-face customer service environment • Experience in Microsoft Office and/or other database systems
SKILLS AND ABILITIES	• Ability to work unsupervised and take responsibility for your own work • Able to prepare written reports to a good standard using standard ICT or bespoke packages • Ability to be organise own workload and be flexible in order to deliver to tight deadlines and work under pressure in a busy environment • Ability to use own skills and experience to interpret guidelines and make judgments about how to resolve problems • Good interpersonal, customer care and communication skills both spoken and written • A Full UK Driving License – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability
KNOWLEDGE	• Understanding of Local Authority responsibilities in relation to passenger transport • Knowledge of the legislative and regulatory framework for passenger transport and the responsibility of relevant regulatory bodies • Good geographic knowledge of Kent • Awareness of Data Protection, Safeguarding and Equalities legislation
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

	Curious - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making