

Kent County Council

Job Description: Public Transport Data Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Public Transport
Grade:	KR8
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.

To provide a range of business support functions to support the entire Public Transport department. To coordinate the preparation of the Local Bus budget function and undertake a range of activities relating to financial processing, including processing invoices, problem solving and identifying and dealing with irregularities. Providing financial forecasts, data analysis and specialist support in collaboration with senior colleagues. Taking a pro-active role in the day to day functions to ensure the smooth running of the service.

Main duties and responsibilities:

1. Utilize Oracle Business Intelligence, Collaborative Planning software and bespoke forecasting facilities to monitor expenditure against the Supported Local Bus budget. Investigate and resolve discrepancies and make accurate payments for services in accordance with agreed schedules.
2. Issue direct BACS payments to suppliers relating to concessionary fares schemes in line with agreed payment terms via authorised use of specialist software.
3. Record and analyse data on transport usage, working with transport suppliers to identify and resolve discrepancies. Provide insights regarding service utilisation and journey cost to enable planning activities.
4. Processing invoices and arranging the authorisation of payments for contracted transport services procured on behalf of other departments. Liaise with internal and external colleagues as necessary to ensure that all payments are made accurately, on time and in accordance with County Council obligations.
5. Responsible for the reconciliation of expenditure and preparation of financial forecasts for expenditure and income in key service areas. Investigate irregularities, and produce updated monthly financial forecasts in collaboration with senior colleagues. Attend budget monitoring meetings with budget managers and contribute as necessary to the monitoring of the budget.
6. Supervise the verification of invoices received for contracted transport services procured on behalf of other departments, ensuring that they are processed via the BACS system in line with contractual payment terms. Assist colleagues within the team by providing guidance on complex queries and the completion of day-to-day activities. Engage with

colleagues across the department to resolve queries and highlight opportunities for cost savings.

7. Act a specialist point of contact, being able to answer a range of queries and provide data analysis and professional support to senior colleagues.
8. Maintain accurate records, both manual and electronic, to enable activity to be evidenced. Perform general office duties, including the use of standard and bespoke IT applications. Manage and action the routine correspondence and telephone calls from suppliers and clients on a range of matters including service delivery

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.

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Person Specification: Public Transport Data Officer

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	<p>AAT level 4 (or equivalent)</p> <p>Level 2 or 3 diploma (or equivalent) with practical and/or well developed IT skills.</p>
EXPERIENCE	<p>Experience of working in finance/customer service environment with an understanding of budget monitoring and forecasting.</p> <p>Experience in Microsoft Office and/or other database packages to an advanced level</p>
SKILLS AND ABILITIES	<p>Advanced MS Excel skills, with an ability to utilise advanced formulae and functions to manipulate and interpret large data sets.</p> <p>Ability to produce a range of document and reports using standard and bespoke IT systems.</p> <p>Ability to be organise own workload and be flexible in order to deliver to tight deadlines and work under pressure.</p> <p>Able to process data quickly and accurately.</p> <p>Good interpersonal and communication skills both spoken and written</p> <p>Able to work cooperatively and constructively to support the work of the department</p> <p>Ability to analyse and interpret data in order to provide support to senior colleagues.</p>
KNOWLEDGE	<p>Understanding of public sector financial processes.</p> <p>Understanding of the Local Authority's responsibilities in the passenger transport sector.</p> <p>Awareness of data protection, confidentiality issues, record retention and financial protocols.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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