

Kent County Council

Job Description: *Public Transport Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Public Transport
Grade:	KSC
Responsible to:	Mainstream Schools Transport and Local Bus Manager

Purpose of the Job:

To provide project and administration support across the Public Transport Planning and Operations Team. Assisting with stakeholder communications, the handling of complaints and correspondence, bus stop maintenance work orders, the arrangement and minuting of meetings and other general administrative support for the department.

Main duties and responsibilities:

1. Provide general administrative support across the Public Transport Planning and Operations Team.
2. Raise orders and answering enquiries / requests in relation to the maintenance of Kent's bus stops and requests for new, relocated bus stop locations.
3. Support the day-to-day activities of the Public Transport Planning and Operations Team including:
 - Stakeholder communications,
 - Managing the impact of road closures
 - Arranging bus stop suspensions
 - Production and distribution of bus passes
 - Managing team and department mailboxes
 - Coordinating and providing responses to routine correspondence.
4. Use bespoke IT systems to manage customer service enquiries and records maintaining accurate client, contract and financial records.
5. Support project Leads with the delivery of initiatives within Kent's Bus Service Improvement Plan
6. Support with the coordination and minute taking of meetings, particularly with respect to Kent's Bus Service Improvement Plan.
7. Liaise with colleagues and partners both internal and external to the department and KCC.

8. Support the Mainstream Schools Transport Team and other teams where appropriate in busy periods throughout the year.

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 Support 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	Level 2 or level 3 qualification (or equivalent).
EXPERIENCE	- Experience of working in a busy office environment - Experience of customer communication in both written and verbal form - Experience in using Microsoft packages, specifically Excel & Word
SKILLS AND ABILITIES	- Ability to work individually under pressure and to tight deadlines - Ability to negotiate in difficult circumstances - Possess excellent time management skills
KNOWLEDGE	- Good geographical knowledge of Kent - Understanding of passenger transport and procurement - Knowledge and/ or understanding of GDPR
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