

Kent County Council

Job Description: Local Bus Coordinator

Directorate: Growth, Environment and Transport
Unit/Section: Public Transport
Grade: KR6 / KSD (on new pay scales)
Responsible to: Mainstream Schools Transport and Local Bus Manager

Job Purpose

To provide support to the Mainstream School Transport and Local Bus Manager and Planning and Operations Manager with the coordination of bus services and managing of associated service contracts. Work in conjunction with bus operators to protect and develop bus services in a designated part of the County of Kent. Procure transport services and be responsible for contract management, ensuring cost efficiencies and quality of service delivered. Be the initial point of contact for customers (internal & external), providing information and resolution to enquiries and complaints. This post is externally funded using DfT Bus Grant and established for an initial twelve month fixed term.

Accountabilities

1. Take a lead on monitoring local bus network changes across Kent, summarising and reporting these and their impacts to the Local Bus Manager and Planning and Operations Manager.
2. Manage and respond to complaints through the iCasework system and shared mailboxes.
3. Be the Public Transport lead for PIP meetings alongside Coordinators for their respective areas.
4. To be responsible for the planning and procurement of Local Bus services carefully balancing the needs of clients and residents with efficiency and value for money. All arrangements will need to be coordinated in accordance with relevant law and regulation and procurement will need to be conducted in accordance with KCC Procurement Principles and relevant tendering regulations.
5. To lead and/or assist the and Local Bus Manager in monitoring and reviewing existing transport services. Optimise services where appropriate and assist deploying inspector resource for sources of information.
6. 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.
7. 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.
8. Implement formal procedures for contractual complaints from clients and ensure they are responded to within specified timescales, where appropriate administer relevant penalties.

9. Support team members and other teams in the department where appropriate in busy periods throughout the year.

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.

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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.

	CRITERIA
QUALIFICATIONS	Level 3 qualification (or equivalent).
EXPERIENCE	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Ability to work individually under pressure and to tight deadlines • Ability to negotiate in difficult circumstances • Possess excellent time management skills
KNOWLEDGE	<ul style="list-style-type: none"> • Good geographical knowledge of Kent • Understanding of passenger transport and procurement • Knowledge and/ or understanding of GDPR
BEHAVIOURS AND KENT VALUES	<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 <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> • 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.