

Kent County Council

Job Description: *Safer Active Journeys Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Road Safety and Active Travel Group
Grade:	KSG
Responsible to:	Safer Active Journeys Team Leader

Purpose of the Job:

To contribute to the development and delivery of interventions to encourage and support safer active travel. The post holder also manages the Road Crossing Patrol service by leading a team of Instructors in supervising, training and monitoring Road Crossing Patrol staff.

Main duties and responsibilities:

- Lead the Road Crossing Patrol service through the management of Road Crossing Patrol instructors and Road Crossing Patrol staff, including line management, development, and recruitment, ensuring KCC's Human Resources policies and Road Safety Great Britain procedures are applied.
- Develop and deliver specific interventions designed to encourage safer active travel to a key target audience, through the implementation of training advice and principles, including encouraging appropriate road user behaviour when interacting with the Road Crossing Patrol service.
- Develop and maintain effective working partnerships with schools, and other appropriate organisations, to oversee the Road Crossing Patrol service and co-ordinate the provision as efficiently as possible.
- Recruit, train, supervise and performance manage staff within the School Crossing Patrol team as well as an awareness of budget compliance.
- Represent the County Council with local and national stakeholders and take an active role in the ongoing development of the national Road Crossing Patrol Guidelines and its implementation.
- Liaise and develop processes with Kent Police to support the enforcement of the legal duties of the Road Crossing Patrol staff, leading on the County Council's actions to support prosecution when appropriate.
- Develop and support the delivery of the team's intervention programme designed to encourage and support safer active travel.
- Support initiatives to promote active travel to school or work when appropriate; specifically contributing to the Active Travel and Mobility Action Plans and support safer road user delivery plans.

- Develop effective working relationships within the County Council, with Members and with external partners including schools to ensure resources, information and expertise are maximised.
- Where necessary support the delivery of interventions in line with the Council's objectives e.g., the Local Transport and Environment plans, Vision Zero Partnership, Public Health Strategies, and the Active Travel agenda.
- Investigate and respond to complaints and queries raised by staff and customers in compliance with corporate standards.

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: *Safer Active Journeys 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	- Degree/NVQ level 4 relevant discipline or equivalent practical experience. - Completion of, or commitment to complete, the Managing into the Future – a KCC internal management training programme.
EXPERIENCE	- Practical experience in transport planning or road safety - Demonstrable experience of managing customer services - Experience of managing and motivating a team of remote staff
SKILLS AND ABILITIES	- Ability to communicate effectively in range of ways, including written and verbal - Ability to lead a team. - Ability to challenge poor performance and deliver improvement. - Can demonstrate innovation, initiative and an enquiring mind. - Proven ability of interpreting and presenting technical data to make recommendations for the implementation of appropriate initiatives and developing bids for funding. - Ability to use a range of computer software products.
KNOWLEDGE	- Knowledge of national and local transport issues related to road safety and Road Crossing Patrols. - Knowledge of continuous improvement and audit principles. - Knowledge of customer service delivery and promotion. - Insight into road safety issues and behaviour change techniques - Knowledge of data protection legislation and confidentiality and safeguarding policies and procedures.
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
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