

## Kent County Council

### Job Description: Network Planning and Stakeholder Engagement Officer

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Public Transport</b>
<b>Grade:</b>	<b>KSE</b>
<b>Responsible to:</b>	<b>Local Bus and Mainstream Schools Transport Manager</b>

#### **Purpose of the Job:**

To provide support to the Local Bus and Mainstream School Transport Manager with the procurement and management of KCC transport contracts. The postholder will be responsible for a designated area of the County, understanding the geography and bus network in their area, working with operators to develop the network and understand the impact of service changes. Changes and developments will be communicated to stakeholders including through representation of the department at established meetings.

#### **Main duties and responsibilities:**

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. Attend and lead on network planning meetings both internally and with a range of operators and stakeholders. Produce member briefing notes and other reports as required.
3. Manage and respond to complaints through the iCasework system and shared mailboxes.
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 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: Network Planning and Stakeholder Engagement Officer

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 3 qualification (or equivalent).</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working in a busy office environment</li><li>• Experience of customer communication in both written and verbal form</li><li>• Experience in using Microsoft packages, specifically Excel &amp; Word</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to work individually under pressure and to tight deadlines</li><li>• Ability to negotiate in difficult circumstances</li><li>• Possess excellent time management skills</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Good geographical knowledge of Kent</li><li>• Basic understanding of passenger transport and procurement</li><li>• Knowledge and/ or understanding of GDPR</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>