

Kent County Council

Job Description: Bus Accessibility Support Officer

Directorate: Growth, Environment and Transport

Unit/ Section: Public Transport

Grade: KSE

Responsible to: Enhanced Partnership and Infrastructure Manager

Purpose of the Job:

To support the development and implementation of a new Bus Network Accessibility Plan for Kent, which is a new requirement of the Bus Services Act 2025. The postholder will support the wider team with the formation of the plan, including coordinating engagement with internal / external stakeholders, conducting surveys of bus operators and assisting with the development of proposals and policy positions to align with the new act. The postholder will also be responsible for wider work linked to accessibility and wider public transport activity including the establishment of a bus stop asset survey and assisting with the business support functions with respect to the Council's Older and Disabled Persons Bus Pass scheme (ENCTS).

Main duties and responsibilities:

1. Support the Public Transport Team with the development of a new Bus Network Accessibility Plan for Kent. Assisting with interpreting emerging guidance, gathering information and data to inform the plan, the drafting of the plan itself and co-ordinating actions coming out of the plan.
2. Assist with engagement activity with respect to the Plan, including attending meetings with internal and external stakeholders such as bus operators and disability groups.
3. Conduct surveys and use responses / data to form reports in order to inform the development of the Plan.
4. Play a key role in the establishment of a bus stop asset survey, assisting work to procure and appoint a contractor to conduct a survey of all Kent's marked bus stops and identifying improvements which could be made to improve accessibility
5. Provide business support for activity related to the Plan, including arranging meetings, taking minutes and following up on identified actions.
6. Support with the administration and management of complaints with respect to the English National Concessionary Travel Scheme (ENCTS).
7. Support on other bus matters linked to the new Bus Services Act and Kent's Bus Service Improvement Plan.

8. 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: Bus Accessibility 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 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 Experience of business administration
Skills and Abilities	Strong organizational skills Strong written skills, competent at report writing, updates etc Ability to work with a range of stakeholders Possess excellent time management skills Ability to work individually under pressure and to tight deadlines
Knowledge	Basic understanding of passenger transport and accessibility Good geographical knowledge of Kent Knowledge of a range of IT systems
Kent Values and Cultural Attributes	Kent Values: <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> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p>

	<p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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