**Job Description**

**Senior Transport Officer**

**Role Profile** Specialist BCP Band J / Engineer II/TE II

**Service/Team** Transport and Engineering, Sustainable Transport, Sustainable Travel (Operations)

**Reports to** Sustainable Travel (Operations) Team Leader

**Responsible for** 0

**Number of posts** 1

**Post number** TP391

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by supporting and maintaining the operation of sustainable travel modes including public transport, Micromobility, car club, and public Electric Vehicle Charge Points.**

**Job Overview**

To lead on the delivery of the Electric Vehicle Charge Point (EVCP) strategy. To support the delivery of the facilities and measures funded through the Bus Service Improvement Plan (BSIP). To assist with the management of council-operated bus facilities including the Bournemouth Travel Interchange and Boscombe Bus Station. To support local bus service procurement and contract management and bus network reviews. To work with Network Rail and the Train Operating Companies on operational matters involving rail services and stations. To support operational matters in the partnership working with the council’s bike-share and e-scooter provider. To lead on the operation of the council’s car club contract. To deputise for the Sustainable Travel (Operations) Team Leader as required.

**Key Responsibilities**

* To lead on the delivery of the Electric Vehicle Charge Point (EVCP) strategy, project managing the installation programme and liaising with suppliers, Parking Services and other stakeholders.
* Supporting the delivery of the Bus Service Improvement Plan (BSIP), including the installation of infrastructure to support passengers and utilising contracts for the supply of bus shelters, Real Time Passenger Information (RTPI), and CCTV monitoring equipment.
* Support the Sustainable Travel (Operations) Team Leader in the creation, development and retendering of contracts to support sustainable transport operation.
* Day to day contract management of local bus service contracts, ensuring maximum passenger benefit whilst achieving value for money.
* Support retendering of other sustainable transport operational contracts e.g. supply of bus shelters; RTPI; bikeshare; car club etc
* Day to day monitoring of the car club contract, working with provider and liaising with transport colleagues to encourage and support the development of the scheme.
* To provide operational experience to support the ongoing development of the Local Transport Plan (LTP) and the emerging Local Plan, in relation to bus, rail, bikeshare, car club and electric vehicle matters.
* Analyse operational data and interpret current trends and data sources, highlighting relevant trends or issues to managers in order to support informed decision making.
* To work with and advise the Transport Policy Team on operational matters in relation to the ongoing development of the Local Transport Plan (LTP) and associated plans including the Local Cycling and Walking Infrastructure Plan (LCWIP), Bus Service Improvement Plan (BSIP), emerging BCP Local Plan.
* To keep abreast of innovative sustainable transport solutions and consider how they could be applied in the local area to help deliver LTP objectives, the delivery of the BCP Council’s Big Plan and future corporate objectives.
* To research and understand current local operational transport trends to ensure that any recommendations for changes are underpinned by a robust evidence base to support informed decision making.
* Present information and recommendations in a focussed and engaging way.
* To liaise and plan with the Transport Improvement Manager on the preparation of the Capital Programme, investigate potential funding sources and produce bids for funding transport investment.
* Implementation of appropriate project management, monitoring and evaluation (M & E) of transport schemes and ensure consistency of approach across all BCP schemes.
* To provide specialist advice to on complex and/or contentious issues regarding sustainable transport operational matters. To assist the Team Leader - Development Management in co-ordinating the Unit's input to planning applications regarding operational matters.
* To provide advice and evidence to the Transport Policy Team to support the development of transport policy and input to local and sub-national plans, in particular the transport content of the BCP Local Plan, BCP transport strategies and the Western gateway Sub-national Transport Body’s (STB) Strategic Transport Plan and other regional plans.
* To attend and contribute to local and regional meetings with transport providers and transport user representatives.
* To provide Council Members with specialist and complex advice on transport operational matters and present Committee Reports.
* Develop good working relationships and effectively communicate project and service issues, both verbally and in writing with:

1. Staff of BCP and other authorities.
2. The public.
3. External organisations, in particular key transport and environmental agencies, transport operators, landowners and developers.
4. Councillors.

* To assist the Service's Management with the development and continuous improvement of service provision.
* Provide complex technical and specialist advice on transport operational matters to colleagues from teams across the Council, drawing on good practice nationally and using creativity to overcome obstacles.
* Contribute to the preparation of strategic plans and reports, providing relevant data and information, utilising predictive tools as appropriate, to support recommended actions and decision making.
* Support the Transport Policy Team with bidding applications related to sustainable travel, and commercial opportunities, to help deliver BCP Council priorities.
* To represent the council where appropriate, communicating openly and in a professional manner that safeguards the reputation of the council; collaborating with others to promote a positive perception of the service and developing a culture of providing excellent customer care to all service users.
* Contribute to the development of the BCP Council Corporate Travel Plan ensuring walking, cycling, scooting and public transport are considered priority modes of travel.
* Manage external consultants to deliver projects as required.
* Help shape the strategic direction of the Sustainable Transport Policy Section by recommending and implementing change based on shifting national and local priorities, detailed knowledge of up-to-date innovations and industry best practice, and understanding of diverse customer needs.
* Within BCP Council guidelines, deploy resources when necessary to respond to emergency and unforeseen service delivery situations.

**Specific Qualifications and Experience**

* Relevant degree (or equivalent experience).
* Advanced relevant professional qualification, for example CIHT, CMILT (or relevant experience) with clearly evidenced continuous professional development.
* Good knowledge of ICT including Excel, Word, Outlook, PowerPoint, etc. Knowledge of GIS mapping applications and/or CAD would be an advantage.
* Extensive sustainable transport work experience, demonstrating practical and theoretical specialist knowledge.
* Well-developed and authoritative knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) relevant to Transport Planning, including broader commercial awareness.

**Personal Qualities & Attributes**

* Excellent communication skills (oral and written), prepared to share ideas and feedback, and comfortable presenting to a wide range of audiences including the public, Councillors and industry professionals. Able to present often-complex technical and/or contentious subject matter in an engaging and relatable way.
* Ability to plan and organise workload to meet deadlines whilst under pressure and in an environment of frequently changing priorities.
* A team player, open to new ideas, positive about change and able to contribute and celebrate the success of the whole team.
* Ability to analyse and question the way things are done and recommend, create and implement improved and more effective ways of working.
* Effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting.
* Ability to develop relationships with stakeholders and to seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour.
* Appreciation of diversity in stakeholders and colleagues, considering their specific needs.
* Ability to develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues.
* Ability to make evidence based and outcome focussed decisions using proactive risk management and where set procedures provide only general guidance, without necessarily referring complex decisions to a manager.
* Ability to plan and organise workload with frequently conflicting priorities, changing demands and strict deadlines.

**Job Requirements**

* Due to the nature of the role, it is expected that the Senior Transport Officer travels on foot by cycle, public transport or other sustainable means, wherever reasonably practicable.
* BCP Council has a policy of most staff working from home for at least part of every week. This is flexible and to be agreed with the relevant manager.