1. **POST TITLE:** Passenger Transport Information Team Leader
2. **POST NUMBER:** T/S/6.3
3. **GRADE:** Grade 11
4. **LOCATION:** Any Council workplace within County Durham
5. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy

is applicable to this post

**Contract:** Permanent

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder will report to the Integrated Passenger Transport Operations & Information Manager and will be directly responsible for the management of the Passenger Transport Information Team.

1. **DESCRIPTION OF ROLE:**

The postholder will take a leading role in managing passenger transport information data, systems and infrastructure to deliver outputs for the public in a variety of formats in support of the corporate and service aims and objectives.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

**General**

* Lead the Team developing and co-ordinating the County Council’s public transport information programme in a variety of formats.
* Lead the Team providing and supporting the development of the Traveline North East journey planner on behalf of regional partners.
* Manage the preparation and delivery of printed timetable information displays at bus stations and stops.
* Co-ordinate the delivery of public transport information at major events.
* Ensure the council meets the legislative requirements for public transport information.
* Co-ordinate responses to government consultation on changes to public transport information.
* Research, develop and deliver new technologies for publishing public transport information.
* Manage the development, specification, procurement and contracts for system software.
* Manage passenger transport information projects from inception through development, procurement to implementation.
* Preparation and analysis of passenger transport information performance data.
* Manage the maintenance of timetable cases and electronic information display screens.
* Management of the team demonstrating leadership and undertaking recruitment, work allocation, appraisal, performance reviews, motivation, discipline and support.
* Define the goals of the team through writing strategies and operational plans that have regard to the appropriate legislative framework and support Corporate/Service aims and objectives.
* Write reports in support of the work of the team for Cabinet and Corporate/Service Management Teams and to ensure both internal and external stakeholders and interest groups are adequately briefed and consulted on the content of the strategies and operational plans.
* Preparation and monitoring of budgets for the work of the team.
* To provide support and assistance to the other members of the group as required.
* Assisting the Section Manager in the operation of the section, providing advice and support as required.
* Represent the Head of Service, Business Manager or Section Manager at meetings as required.
* To undertake such other appropriately graded duties and responsibilities which may from time to time be allocated to the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Degree or equivalent level of qualification in a related discipline | * Corporate Membership of an appropriate professional body | * Application form |
| **Experience** | * Experience of developing and providing public transport information in a variety of formats * Experience of processing and managing complex data sets * Experience of managing staff and projects in a demanding environment * Handling enquiries and dealing with members of the public * Use of Graphical Information Systems and data management * Experience of managing relationships between several parties in a project environment * Demonstrable experience of a customer facing role in a technical environment * Experience of developing project plans and delivering in a technical environment * Experience of managing financial budgets | * Experience of project development * Experience of partnership working * Public Service experience * Experience of dealing with elected Members | * Application form, interview |
| **Skills / Knowledge** | * Awareness of transport information systems * Awareness of the Government’s transport agenda and the role for effective and efficient public transport services * Ability to supervise and work with a team of staff * Good organisational and communication skills * Ability to analyse and resolve technical problems and formulate design solutions * Ability to communicate effectively both orally and in writing | * Awareness of the Government’s social inclusion agenda * Working knowledge of Local Transport Plans * Ability to write detailed reports and briefing documents * Knowledge of consultation techniques | * Interview and references |
| **Personal Qualities** | * An ability to form and maintain working relationships between stakeholders * An ability to investigate issues and work through them to a satisfactory conclusion * A demonstrable ability to handle high pressure situations and develop clear resolution paths * An ability to discuss technical issues at a user level but also have in depth discussions on matters with system developers * A flexible approach to work and a capability to work under pressure to deadlines with drive and enthusiasm. * A responsible and responsive attitude to workload and clients * Ability to work using own initiative and to motivate others * Self-confident and reliable * Current driving licence and access to own or mobility transport |  | * Interview and references |