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| **Job Description** | |
| **Post title** | Fieldwork Officer |
| **JE Reference No** | A3494 |
| **Grade** | 4 |
| **Service** | Regeneration & Local Services |
| **Service Area** | Transport & Contract Services - IPTG |
| **Reporting to** | Information Team Leader |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To support the objectives Passenger Transport Information Team to deliver accurate information to the public, the postholder will administer, install and maintain public transport information displays at bus stops and interchanges around the County.

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| **Duties and responsibilities** |

* Maintain accurate records of bus stop information cases and electronic displays.
* Identify timetable information displays that require updating.
* Organise stop lists and route maps for the updating of timetable information display.
* Install timetables information displays at bus stops and interchanges by the required deadlines.
* Inspection of timetable information displays on a routine basis, carrying out maintenance as required.
* Maintain stores in a safe, effective and efficient manner and advise the Team Leader when new supplies are required
* Obtain quotations for new supplies, installation and repairs to timetable information equipment and electronic information displays as agreed with the Team Leader
* Printing and editing of bus stop information display content.
* To receive customer comments and complaints and coordinate responses with use of a CRM system.
* Publish messages on electronic display screens as agreed with Team Leader.
* To undertake this work in compliance with Health & Safety guidance in respect of lone working, working adjacent to the highway working at heights, lifting heavy objects, using tools and specialist equipment and driving County Council Vehicles.
* To assist in other areas of work in the Information Team and other teams within the service as directed by the Team Leader or Section Manager.
* To undertake such other appropriately graded duties and responsibilities which may be allocated to the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | 4 GCSE grades A-C, NVQ Level 2 or equivalent  Hold a driving licence that is appropriate to drive allocated vehicle. |  |
| Experience | Experience of completing tasks where administration and organisational skills have been important with ability to prioritise workload effectively. | Experience of public transport work with either an operator or local authority.  Experience in public transport information and publicity. |
| Skills & Knowledge | Current driving licence  Knowledge of geography of County Durham and surrounding areas  Ability to work unsupervised using own initiative | IT skills  Willingness and ability to learn new skills |
| Personal Qualities | Ability to work to set deadlines  Attention to detail  Ability to communicate with members of the public |  |