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| **Job Description** | |
| **Post title** | Data & System Management Officer |
| **JE Reference No** | A5457 |
| **Grade** | 7 |
| **Service** | Regeneration Economy & Growth |
| **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** |

The postholder is responsible for undertaking data processing and managing software systems for the local bus service network routes and times. The role will involve data import, creation, validation and export for public transport information together with management of IT based data systems. These include; local bus service registration data, journey planning service, passenger information displays and real time passenger information systems.

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| **Duties and responsibilities** |

* Creation and maintenance of public transport information
* To liaise with internal, and external (national and regional) data sources to import, create, validate and export public transport data and to ensure accurate and accessible public transport information provision.
* To provide support and guidance to North East transport operators and local authorities to produce timetable data.
* Maintain and develop the public transport IT data system for all public transport services in the county ensuring responsiveness in core data and travel alerts to emergencies impacting on passenger transport in the region using real time displays, timetabling and journey planning tools.
* Produce and distribute regional public transport data into national information systems for use by the Bus Open Data Service.
* Production and contribution of other public transport information as required by the service including leaflets, timetabling, journey planning and maintaining an interactive public transport map.
* To produce management information reports as required.
* 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 | * BTEC Higher National or NVQ Level 4 or equivalent in a related subject such as IT or public transport or significant relevant work experience (see essential AND desirable criteria below). | * A higher/professional qualification relevant to public transport. |
| Experience | * Previous experience in a similar role covering information data management and developing information systems. | * Previous experience in a similar role covering public transport systems, transport scheduling systems and producing marketing material. |
| Skills & Knowledge | * An ability to learn & work with bespoke IT systems. * An ability to interpret public transport timetables. * Analytical skills and ability to solve problems. | * Knowledge of geography of County Durham and surrounding areas. * Familiarity with Microsoft Office applications. |
| Personal Qualities | * An ability to work under time pressure. * Attention to detail, accuracy. * An ability to work as part of a team. | * Ability to work overtime if required by occasional peak workloads. |