

Role Title	Sustainable Transport Project Support Officer
Job Family	Neighbourhoods and Environment
Competency Level	All Colleagues
Scale	Scale 5
<p>Purpose</p> <p>Waltham Forest is recognised as a leading borough for sustainable transport. Over the past decade, investment in walking and cycling infrastructure, parklets, cargo bike sharing and other active travel initiatives has made it easier for people to travel more sustainably across the borough.</p> <p>As Project Support Officer, you'll play an important role in supporting this work contributing to the planning, design, implementation and management of sustainable transport, climate education and behaviour change schemes, initiatives and events.</p> <p>This is a varied, hands-on role where you'll work closely with colleagues and partners to help deliver projects that support our ambition for 80% of journeys in the borough to be made by walking, cycling or public transport by 2030.</p>	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.

Organise and maintain records and documents using the appropriate council process / system.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>
Create document, reports, correspondence from the information provided, using standard formats and software	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Support the day-to-day administration and operation of key sustainable transport and climate education initiatives operated by the Council, including the Council's secure cycle parking portfolio and School Streets.	Service users express satisfaction with service provided.
Assist in the organisation and delivery of a range of sustainable transport and climate education projects, events and initiatives.	Projects, events and initiatives are delivered on time, within budget, and are well-received by residents and businesses.
Track payments and administrate refunds where applicable.	Service users express satisfaction with service provided.
Collate and track performance data for sustainable transport and climate education projects.	Data is accurately collated and analysed.

Support the analysis of qualitative and quantitative feedback received via public engagement and opinion surveys.	Qualitative feedback is accurately collated and analysed.
Communicate effectively in speech and writing, including drafting reports and dealing with correspondence in relation to sustainable transport and public realm schemes.	Accurate and informative reports are produced. Service users express satisfaction with service provided.
Assist in the production of printed and digital promotional and communication materials for a range of sustainable transport and climate education projects, events and initiatives.	High level of awareness and engagement in projects, events and initiatives.
Prepare materials and take part in public consultation and engagement sustainable transport and public realm schemes.	Engaging materials are produced that are well-received by service users.
Prepare documents as and when required for meetings and presentations.	Accurate and informative documents are produced.
Carry out such other duties and tasks, which may be assigned from time to time to meet the needs of the service.	Service delivery as required.

Nature of Contacts

Involves supporting and guiding residents, stakeholders and third parties to ensure a successful service

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

Predominantly based at Low Hall Depot, Leyton, E10 7AS with some work at The Hive, Church Road, Loughton, IG10 4AJ.

This post is predominantly office based (3+ days per week) with some on-site working, usually for events in the borough.

Occasional evening and weekend working may be required.

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

Knowledge, Skills and Experience

- Demonstratable interest in sustainability, transport and/or climate change.
- Experience of having worked in a fast paced, customer-focused environment.
- Good knowledge and application of IT systems and software packages.
- Ability to work with minimal supervision, using problem solving skills and initiative to provide a customer-focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally.
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to produce a reasoned report on a relevant subject.
- Ability to think logically and demonstrate numeracy.
- Ability to complete work within specified timescales and budgets.
- High level of flexibility, a positive attitude and ability to adapt to changes.
- Clear communication skills.
- Ability to build strong relationships.
- Willingness to learn new skills, processes and systems as appropriate to the role.

Indicative Qualifications

- Degree or equivalent or vocational qualification in relevant subject or area
- Minimum 5 GCSEs at Grade 4/C including Maths and English.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

