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| <b>Role Title</b>   | <b>Sustainable Transport Project Officer</b>  |
| <b>Job Family</b>   | <b>Highways and Traffic Management</b>  |
| <b>Competency Level</b>   | <b>All Colleagues</b>   |
| <b>Pay Range / Scale</b>  | <b>SO1</b>  |
| <b>Purpose</b><br>To plan and deliver transport projects and behaviour change initiatives that enable and encourage greater use of active and sustainable travel. |   |
| <b>Generic Accountabilities</b>   | <b>End Results/ Outcomes</b>  |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.                    | The service is delivered to the quality, organisational and professional standards required.<br><br>Customer / stakeholder expectations are managed in relation to what can be delivered.<br><br>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints. |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports.   | Procedures are adhered to and all information is correctly recorded and processed.<br><br>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.  |
| Develop specialist documents / materials / activities to support / promote the service area.  | All materials / activities are delivered to the required standards and timescales.<br>Communications are clear, well planned and effectively targeted.  |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.                    | Expert advice, information and support are provided on the full range of issues within the field of expertise.<br><br>Queries / complaints are effectively managed.<br><br>Appropriate action is taken to resolve the issue.<br>Customers are satisfied.  |
| Maintain information systems which support the specialist area. Contribute to the development of these systems.   | Changes to systems, are identified and recommended.<br><br>Systems meet operational requirements.   |
| Work closely with others to clarify changing customer / organisational requirements.  | Customer requirements are identified and documented.<br><br>Improvement opportunities are identified and  |

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|   | recommended.  |
| Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | <p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p> |
| 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.  |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.                                    | Safeguarding standards are monitored and maintained in compliance with Council policy   |
| 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.  |

| <b>Job Specific Accountabilities:</b>   | <b>End Results/ Outcomes</b>  |
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| Undertake the design and delivery of sustainable transport projects, including walking, cycling, Electric Vehicle (EV) and Car Club initiatives.  | Successful delivery of innovative sustainable transport projects as part of the wider behaviour change programme. |
| Undertake the day-to-day administration and operation of key sustainable transport services operated by the Council, including the Council's secure cycle parking portfolio and School Streets. | Service users express satisfaction with service provided.   |
| Optimise occupancy levels of cycle parking facilities through efficient membership management.  | Unoccupied cycle parking facilities are minimised.  |

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| Support the management of cycle parking facilities to ensure maintenance and repairs are carried out in a timely manner.  | Maintenance and repairs are carried out in a timely manner.<br><br>Service users express satisfaction with facilities provided. |
| Track membership payments and administrate refunds where applicable   | Service users express satisfaction with service provided.<br><br>Effective financial monitoring.                                |
| Carry out site visits to assess the requirements for new interventions and the effectiveness of current schemes   | Interventions and schemes are introduced where required.<br><br>Current schemes are managed and monitored effectively.          |
| Communicate effectively in speech and writing, including dealing with correspondence in relation to sustainable transport projects and drafting reports/briefing notes.                 | Exchange of information with stakeholders as required.  |
| Plan and carry out in-person and virtual stakeholder engagement to inform and evaluate scheme design.   | Appropriate and effective engagement is carried out.  |
| Collate and monitor performance data for sustainable transport projects.  | Production of accurate performance data and reports.  |
| Provide research, information and statistical analysis to create an evidence base for sustainable transport projects and initiatives, and support monitoring and evaluation programmes. | Production of accurate research, information and statistics.  |
| Undertake the technical analysis of qualitative feedback received via public engagement and opinion surveys.  | Production of accurate research, information and statistics.  |
| Regularly review working methods and systems to ensure efficiency in service delivery and suggest improvements where required.  | Service delivery is as efficient and effective as possible.   |
| Carry out such other duties and tasks, which may be assigned from time to time to meet the needs of the service.  | Support service delivery as required.   |

| <b>Nature of Contacts</b>  |
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| <p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> |

| <b>Procedural Context</b>   |
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| <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p> |
| <b>Key Facts and Figures</b>  |
| <p>Initially based at Low Hall Depot, Argall Avenue, Leyton, E10 7AS.</p> <p>Work will be predominantly office-based however some site work will be required.</p>   |

| <b>Resourcing</b>  |
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| <p><b>Budget Responsibilities:</b><br/>£25k</p>  |
| <p><b>Supervisory Responsibilities:</b><br/>N/A</p>  |
| <b>Knowledge, Skills and Experience</b>  |
| <ul style="list-style-type: none"> <li>• Demonstrable interest in sustainability and/or transport.</li> <li>• Experience of having worked in a fast paced, customer focused environment.</li> <li>• Excellent knowledge and application of IT systems and software packages.</li> <li>• Relevant legislative and or procedural knowledge for specialist area.</li> <li>• Ability to work with minimum supervision, using problem solving skills and initiative to</li> </ul> |

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.

#### **Indicative Qualifications**

- Degree or equivalent or vocational qualification in relevant subject or area
- Minimum 5 GCSE (A\* - C / 9 - 5) 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.