

JOB PROFILE

Post Title: Transport Assistant - Monitoring

Post No: New Post

The Transport Assistant - Monitoring reports to the Transport Contracts and Operations Officer and supports the management, co-ordination and provision of transport services within Shetland.

Specific tasks of the Transport Assistant – Monitoring will be:

- To assist in the development and updating a Management Information System to monitor performance of the network of transport services in Shetland;
- To assist in the preparation of local bus and community transport contracts including preparation of tender documents;
- To assist with monitoring service improvements through the use of appropriate techniques, e.g. survey analysis, exception reporting;
- To use bus ticketing systems to prepare and analyse data to support management information and performance reporting;
- To collate data and information to a evidential standards (the requirement to prepare information of sufficient quality and reliability to be presented at court);
- To regularly monitor the operation of scheduled bus services, either on board or from the roadside, including punctuality, presentation and service quality in relation to contract conditions; (at least 5 days in each month).
- Maintaining ETMs including basic fault finding, downloading data, updating software uploading data, replacing basic components, instructing new bus drivers/operators in their use
- To ensure that all passengers on local bus services are recorded appropriately by operators, using the Electronic Ticket Machine (ETM) or other systems as directed, and that all fares due are paid and correctly accounted for;
- To ensure that a standard fare (or, where appropriate, the normal fare for the journey taken) is paid and recorded in any case where a ticket irregularity is detected, and that all relevant details are recorded for subsequent report and consideration of action;
- When undertaking inspections on services or at the roadside provide accurate information on ZetTrans services to passengers or intending passengers, as requested, and to receive and record comments and complaints from members of the public in accordance with established procedures; This will be done by providing verbal advice supported with published timetables and apps on smartphones, tablets, laptops, etc. Complaints will be noted on standard forms. This is likely to happen at any time inspections are being conducted.
- To monitor the condition of roadside infrastructure relevant to ZetTrans services, and promptly report any defects or other issues for rectification;

- To undertake the supply, replacement or maintenance of timetable and marketing information at the roadside or at other outlets, as directed;
- To complete and submit promptly all reports and routine paperwork associated with the service and, where necessary, to collate reports, data and information to evidential standard (the requirement to prepare information of sufficient quality and reliability to be presented at court.) The officer may be required to attend court proceedings and provide evidence relating observance of drivers deliberately not collecting fares (it happens). Similarly there can be a need to prosecute persistent fare dodgers.
- To liaise with the police and other agencies in bringing prosecutions in appropriate cases, in accordance with Shetland Islands Council's and ZetTrans' policies and procedures, and to give evidence in court as necessary; Often in cases of prosecution it is the observations of the person undertaking the on-board service inspections that has to deal directly with police, etc.
- To respond to and report in an appropriate and timely manner any accidents, incidents or concerns of which he or she becomes aware, where necessary making immediate contact and liaising with contractors and the Transport Contracts, and Operations Manager, or other appropriate officer Insurance and/ or Safety .

From time to time, the Council may require the post holder to undertake duties outside those specified.

PERSON SPECIFICATION

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Post No:

This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment and selection process, we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

Additional post specific attributes are set out below;

	ESSENTIAL	DESIRABLE
<u>Personal Features and Qualities</u>	Integrity, reliability, punctuality and good personal appearance.	Motivation to provide excellent service to passengers.
	Ability to develop good working relationships with contractors, staff and passengers.	Ability to present clear, concise written and verbal reports.
	Ability to deal with actual or potential conflict in a positive and assertive manner.	Willingness to use own transport on official business (with mileage payments).
	Ability and willingness to manage flexible work schedules, including early mornings, late evenings and weekends.	
	Ability to use own initiative and to work under pressure.	
<u>Relevant Experience</u>	Experience of IT based spreadsheets and databases	Knowledge of bus service operation and Electronic Ticket Machine systems.

	Experience of interpreting information from a variety of sources and in various formats	Experience in a supervisory role.
		Experience of working in a transport environment
<u>Education</u>	Possession of HNC level or equivalent	
<u>Skills, Abilities and Knowledge</u>	Holder of full, valid driving licence.	Holder of valid Category D (PCV) driving entitlement and Driver Qualification Card.
	Ability to read and understand time and fare tables	Awareness of disabled passenger requirements.
	IT skills	
	Ability to record, recall and recount events in a clear and coherent way, even under pressure.	Knowledge of vehicle operation, fault finding and basic maintenance undertaking service inspections to pick up any maintenance issues or faults with vehicles
	Able to work as part of a team.	
	Excellent communication skills with all types of people	
	Proven ability to maintain confidentiality.	

Allowances: Distant Islands Allowance

Evaluated Grade: H

Date of Evaluation: 14/04/2015

PVG Membership: -

Disclosure Check: -

Date of Last Amendment: 01/04/2025