

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: **Bus Reform Technical Officer**
- Post Number: **P28054**
- Grade and SCP: **Band 11, SCP 29**
- Directorate: **Infrastructure**

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Public Transport Team within Passenger Transport Group, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Passenger Transport Group provides a wide range of passenger transport services for Schools, Colleges, social care and public transport passengers. The service is committed to delivering safe, reliable and cost-effective transport solutions, ensuring value for money whilst maintaining high standards of service delivery through effective contract management and partnership working with transport operators.



Overview of your role

The Bus Reform Technical Officer is responsible for leading the Council's response to updated Government policy and statutory guidance on local bus reform. The postholder will provide technical expertise to refresh and strengthen the Council's Enhanced Partnership arrangements, ensuring continued compliance with Department for Transport requirements and protecting access to future bus funding.

The role focuses on updating the Enhanced Partnership Plan and Scheme, integrating Bus Service Improvement Plan (BSIP) commitments into a single delivery framework, and supporting the development of multi-operator ticketing. The postholder will work with bus operators, internal services and external stakeholders to deliver practical, deliverable and compliant solutions.

The role provides specialist technical expertise in bus policy, partnership arrangements and national transport reform, supporting the Council's position in relation to external partners and Government, with direct implications for continued eligibility for Department for Transport funding.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Transport Data & Funding Manager who is in turn responsible for your health and safety, training and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- responsible for ensuring the Council's Enhanced Partnership arrangements meet national requirements, with direct implications for ongoing eligibility for Department for Transport funding and associated investment programmes.
- responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.



What will you be doing?

- Lead the technical review, drafting and updating of the Council's **Enhanced Partnership Plan and Scheme**, including preparing variation documentation, consultation material and supporting reports as required.
- Interpret and apply updated Department for Transport statutory guidance and legislation, translating national bus reform requirements into deliverable local arrangements.
- Develop proposals to integrate **Bus Service Improvement Plan (BSIP)** commitments into the Enhanced Partnership, ensuring a clear and coherent delivery framework aligned to funding requirements.
- Ensure alignment between Enhanced Partnership activity, Bus Service Improvement Plan (LTP) delivery and wider Local Transport Plan priorities, supporting a coordinated approach to transport policy and investment.
- Lead the development of integrated, multi-operator ticketing arrangements, ensuring alignment with Department for Transport expectations and future national systems including Project Coral.
- Produce and keep under review a **Bus Network Accessibility Plan** (baseline accessibility, actions to improve, and inconsistencies to address).
- Incorporate the principles of the **DfT Accessible Travel Charter** into the EP Scheme.
- Update/develop the local **Bus Passenger Charter**, including standards, redress routes, and inclusive design considerations.
- Use engagement inputs to inform the approach to identifying socially necessary services and mitigating impacts from significant changes.
- Support preparation for future national ticketing developments, including alignment with Project Coral and emerging contactless and fare capping requirements.
- Act as the Council's technical lead for bus reform, leading discussions and negotiations with bus operators and external partners to secure agreement on complex and commercially sensitive matters.
- Support the development of improved Enhanced Partnership governance, performance monitoring and reporting arrangements.
- Prepare and present technical briefings and professional advice to senior officers, Members and Enhanced Partnership Boards, ensuring informed decision-making on complex and sensitive issues.
- Work collaboratively with internal Council services, including highways, finance, legal, equalities and communications, to ensure proposals are compliant, deliverable and aligned with wider Council priorities.
- Maintain appropriate records, documentation and evidence to support audit, transparency and future funding requirements.
- Undertake other duties consistent with the nature and level of the post in support of the Council's public transport and bus reform objectives.



The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role, requiring the post holder to attend Shropshire for 1 day per week, alongside home working arrangements. The primary work base will be at Longden Road, Shrewsbury on the days you are working in Shropshire.

Your post is subject to the following:

- The post is Temporary, for 37 hours per week,
- Normal office hours are 9am – 5pm Monday - Friday with a minimum lunch break of 30 minutes.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.



Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references.
2. Medical report.
3. Evidence of the qualifications required for the post/listed on your application form.

