

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: **Public Transport Development Coordinator**
- Post Number: **P28102**
- Grade and SCP: **Grade 10, SCP 26**
- 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 the 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

To lead the development, design and continuous improvement of local bus services across Shropshire, ensuring that services are efficient, deliverable and aligned to community needs and Council priorities.

The postholder will act as the lead officer for the design and coordination of the supported local bus network, including integration with Demand Responsive Transport, translating strategic direction into practical, deliverable service models.

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

You will be:

- reporting to Public Transport Manager who is in turn responsible for your health and safety, training and development.
- responsible and accountable for a number of including the Public Transport Data Officer, Public Transport Operations Officer, DRT Booking Officers and Roadside Maintenance & Safety Officer, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- responsible for the coordination and development of the supported local bus network, ensuring services are effectively designed, reviewed and improved in line with Council priorities.
- expected to lead and/or contribute to a range of projects and build relationships with internal teams, operators and stakeholders to achieve service outcomes.
- 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 etc.), ensuring responses meet required standards and timescales.
- 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 design and ongoing development of the supported local bus network, including routes, timetables and service structures.
- Translate strategic objectives into deliverable service models, ensuring services are practical, efficient and aligned with available resources.
- Identify opportunities to improve network coverage, connectivity and service effectiveness.



- Lead the integration of Demand Responsive Transport with the wider bus network, identifying where services can complement or replace fixed routes.
- Support network reviews and planning activity across both fixed and demand responsive services.
- Work closely with the Demand Responsive Transport Coordinator to ensure changes are clearly defined and operationally deliverable.
- Analyse service performance data including patronage, usage, reliability and demand trends.
- Develop forecasting approaches to support network planning and service development.
- Translate analysis into recommendations for service improvements and changes.
- Lead and coordinate the implementation of service changes across the network.
- Ensure that all changes are fully planned, documented and communicated to internal teams and operators.
- Identify risks associated with service changes and ensure appropriate mitigation is in place.
- Work closely with bus operators to influence service delivery and support performance improvement.
- Build and maintain effective working relationships with internal teams, stakeholders and partners.
- Gather and incorporate feedback from Members, stakeholders and communities into service design.
- Ensure accurate, timely and accessible passenger information is developed and maintained.
- Oversee the coordination of service information, working with communications teams where required.
- Ensure services are clearly presented and accessible to users.
- Manage and coordinate supporting roles, ensuring alignment with network development and service delivery requirements.
- Ensure that all team functions effectively support the delivery and continuous improvement of the public transport network.
- Prepare reports, briefings and performance updates for senior officers and Members.
- Support responses to enquiries, scrutiny and service reviews relating to public transport services.
- Identify opportunities to improve efficiency, value for money and service performance.
- Support innovation in public transport delivery, including new approaches, technologies and service models.



- Lead continuous improvement activity, using performance data and operational feedback to refine services.

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.

Your primary work base will be at Longden Road, Shrewsbury with the requirement to regularly work from home.

Your post is subject to the following:

- The post is Fixed Term (3 years / 38 months), for 37 hours per week,
- Normal office hours are 8am to 5pm, Monday - Friday with a minimum lunch break of 30 minutes. Occasional evening work may be required,
- 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 two 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,

