

PERSON SPECIFICATION

Public Transport Development Coordinator (P28102)

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- Level 4 qualification (or equivalent experience) in transport planning, logistics, data analysis, public service delivery or a related field.
- Evidence of continued professional development relevant to transport, data analysis or service development.

Desirable:

- Degree or equivalent qualification in transport planning, geography, planning, data analysis or a related discipline.
- Management or supervisory qualification.

Experience and knowledge

Method of Assessment – S, I, D

Essential:

- Experience of developing, reviewing or improving services within a transport, logistics or public service environment.
- Experience of analysing performance data and using insight to inform decision-making.



- Experience of managing or supervising staff or coordinating multi-functional teams.
- Experience of working with external stakeholders or service providers to influence outcomes.
- Experience of planning or implementing service changes or projects.
- Knowledge of transport systems, public service delivery or similar operational environments.
- Experience of responding to customer enquiries, complaints or service issues in line with corporate processes.

Desirable:

- Experience of local bus service planning or Demand Responsive Transport.
- Knowledge of local authority transport responsibilities or funding arrangements.
- Experience of producing reports or briefings for senior officers or Members.

Specialist skills and abilities

Method of Assessment – S, I, P

Essential:

- Ability to design and develop service models that are efficient, deliverable and aligned to strategic objectives.
- Strong analytical skills, including the ability to interpret data, identify trends and translate findings into practical recommendations.
- Ability to manage and coordinate multiple service development activities simultaneously.
- Ability to lead service change activity, ensuring effective planning, communication and implementation.
- Ability to assess risk and ensure service changes are practical and deliverable.
- Strong stakeholder management skills, with the ability to influence operators, partners and internal teams.
- Ability to oversee the development of passenger information and ensure it is accurate and accessible.
- Strong written and verbal communication skills, including the ability to present complex information clearly.



Desirable:

- Experience using transport planning, mapping or scheduling tools.
- Familiarity with transport data systems or performance monitoring tools.

Personal skills and attributes

Method of Assessment – S, I

Essential:

- Strong leadership and coordination skills, with the ability to manage staff and align team activity to service outcomes.
- Ability to operate at a tactical level, translating strategic objectives into practical delivery.
- Proactive and solution-focused approach to problem solving.
- Strong organisational skills and ability to manage competing priorities.
- High level of accountability and attention to detail.
- Collaborative approach, working effectively across teams and with external partners.
- Customer-focused mindset, with commitment to improving service accessibility and experience.

Desirable:

- Experience of leading service improvement or transformation initiatives.
- Ability to drive innovation and continuous improvement within a team.

Decision making impact and innovation

Method of Assessment – S, I

Essential:

- Ability to make informed decisions affecting service design, performance and customer outcomes.
- Ability to balance competing demands such as cost, coverage and service quality when designing services.



- Ability to assess and manage risks associated with service changes and implementation.
- Ability to use data and evidence to support recommendations and decisions.

Desirable:

- Experience of leading innovative or non-traditional service delivery approaches.

Special working conditions

Method of Assessment – I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

Desirable:

- Flexibility to attend occasional evening meetings with Members, stakeholders or operators.

