LIVERPOOL CITY REGION COMBINED AUTHORITY

METRO MAYOR LIVERPOOL CITY REGION

ROLE DESCRIPTION

Job Title	Transport Information Assistant
Salary Band	16 -19
Reporting to	Senior Transport Information Officer
Directorate	Place
Service Area and sub area	Transport
Political Restriction	None

1. Primary Purpose of the Post
To provide effective and attractive printed and digital transport information for Liverpool City Region's public transport network. • Production, print and distribution of bus stop specific timetable displays for 6000+ bus stops across Merseyside. • Production of bus timetable leaflets and rail timetable leaflets and posters. • Maintaining up-to-date bus service data in DIVA for use by dependencies such as digital customer information, public transport planning and Open Buses. • Monitoring of upcoming bus service registrations on the VOSA website to identify and log changes within the Liverpool City Region. • Provision of corporate reprographic service. • Creation of public notices and press advertising for publication in the local press and on the Merseytravel website. Quality assurance of printed and digital transport information displayed across the network.

2. Your responsibilities
• Inputting bus service route and timetable registration details (both EBSR and paper based) into DIVA for use in various internal and external dependencies such as the Merseytravel journey planner, real time information, transport policy and planning and Bus Open Data Service. • Maintaining up-to-date bus stop specific timetable displays at 6000+ bus stops across Merseyside, using desktop publishing software. Understanding the impact of operator led service changes on the timetables on display at stops, calculating new departure times from source materials and using QuarkXPress software to update timetable posters. • Printing timetable posters via the in-house large format print facility, refreshing print and ink supplies to ensure efficient use of equipment and ensuring outputs are quality assured. Preparing bus stop timetable posters for collection and distribution by the external contractor by collating into agreed routes and completing associated administration.

- Maintaining up-to-date bus timetable leaflets from bus service registrations submitted by operators, using desktop publishing software.

- Maintaining up-to-date rail timetable booklets and posters from information extracted from the National Rail Dataset, using desktop publishing software.

- Visiting potential/current sites across Merseyside to report back on the information on display, the condition of the infrastructure available and supplying adequate detail to internal teams to address any issues that arise.

- Creation of public notices and press advertising for publication in the Liverpool Echo and inclusion on the Mersey Tunnels website. Conversion of files to print ready formats, liaising with newspaper/journal staff to ensure that the notices are published to meet the agreed deadlines. Using CRM software to publish notices to the Merseytravel website.

- Provision of reprographic services for the Liverpool City Region Combined Authority and Merseyside Recycling and Waste Authority. Editing and collating documents to print ready standard. Outputting and finishing documents to clients' specification.

- Completion of all tasks following the agreed processes and procedures, ensuring standards are maintained in terms of the presentation and accuracy of the information, and agreed deadlines are met.

| 3. | **General Corporate Responsibilities** |

- Deliver attractive and effective transport information for customers which meets the needs of the travelling public, providing it in accessible formats as required to ensure that the information is available to everybody across the LCR.

- Provision of reprographic services to the Combined Authority, including but not limited to supporting Legal and Democratic Services statutory obligations.

- Demonstrate the organisation's culture and communicating effectively.

- Continuously demonstrating the corporate behaviours of LCR First, Respect and Action Focused.

- Regular dialogue and positive business relationship building with internal and external colleagues.

- Sharing knowledge and information with others.

- Participating in work to continuously improve service delivery at the CA.

- Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge to enable adherence to the relevant legislation.

| 4. | **Recruitment Plan** |

PERSON SPECIFICATION

Job Title: Transport Information Assistant

Criteria		
Qualifications and Training	**E = Essential** **D = Desirable**	**Identified By**
Good standard of education including numeracy & literacy skills	**E**	**A, T, I**

Experience and knowledge	**E = Essential** **D = Desirable**	**Identified By**
Practical experience in relevant desktop publishing software packages such as Quark Xpress and Adobe Illustrator	**E**	**A, T, I**
ICT literate to a high standard including Microsoft Office	**E**	**A, I**
Knowledge of the local area and the transport network	**D**	**A**

Skills and abilities	**E = Essential** **D = Desirable**	**Identified By**
Ability to prioritise workload under pressure and to work to tight deadlines	**E**	**A, I**
Attention to detail	**E**	**A, T, I**
Numeracy and literacy skills	**E**	**A, T, I**
Organisational and administrative skills	**E**	**A, I**
Effective communication skills	**E**	**A, I**
Ability to work as part of a team	**E**	**A, I**

Personal Attributes	**E = Essential** **D = Desirable**	**Identified By**
A commitment to providing a high-quality customer service and ensuring service standards are met	**D**	**A, I**
Learning and self-development	**E**	**A, I**
Determination to deliver	**E**	**A, I**

Core Behavioural Competencies	**E = Essential** **D = Desirable**	**Identified By**
Willingness to work flexibly as and when required	**E**	**A, I**
Ensuring accuracy and quality standards of all work produced	**E**	**A, I**
Ability to work effectively and efficiently from home and in the office (Hybrid working)	**E**	**A, I**
Continuous improvement of team processes, procedures and outputs	**D**	**A, I**

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test