ROLE DESCRIPTION

Job Title	Senior Transport Information Officer
Salary Band	SCP 24 – 26
Reporting to	Transport Information Team Leader
Directorate	Transport
Service Area and sub area	Partnerships and Growth
Team	Transport Information
Political Restriction	None

1. Primary Purpose of the Post
A senior officer position within a multi-skilled, flexible team with direct supervisory responsibility for the Transport Information Assistants.

To lead on and coordinate the production, publication and distribution of printed and digital transport information for bus services operating within the Liverpool City Region:

- timetables at bus stops and bus stations across Merseyside
- real time information and journey planners
- bus service disruption messages due to temporary roadworks, road closures and events
- mapping and wayfinding information at bus stations and interchanges

Use of desktop publishing to design effective, attractive and accessible transport information.

The administration of the Transport Information Team's customer comments, ensuring all responses are sent out within the corporate timescales. |

2. Your responsibilities
Lead officer responsible for the production, publication and distribution of printed and digital transport information for bus services across the Liverpool City Region:

- Using desktop publishing skills to create high quality, attractive and accessible printed and digital transport information.

- Inputting, quality assuring and authorising for release to live systems Liverpool City Region bus service data for use in internal and third-party digital transport information channels such as journey planners and real time information systems.

- Production, print and distribution of timetable posters at 6000+ bus stops. |

- Production, print and distribution of mapping and wayfinding information and disruption notices for display at bus stations and interchanges.

- Updating digital feeds with disruption information for onward use in downstream systems such as journey planners, Twitter and real time prediction engines.

- Creating and uploading complaint bus service data to the Bus Open Data Service.

- Quality assuring real time information outputs for availability and accuracy.

- Maintaining the Merseytravel website with travel updates for planned bus service disruptions.

- Assist with the production of rail timetable leaflets and posters.

- Managing the efficient running of the in-house large format print facility, ensuring availability of print room supplies, day-to-day maintenance of machinery, monitoring service plan contracts and purchasing stock to best value guidelines.

- Assisting with the management of the third-party contract for the distribution of on-street transport information to set deadlines.

- Effectively planning, organising and co-ordinating workload.

- Ensuring that transport information is delivered within deadline and meets the agreed standards of presentation and accuracy.

- Liaison with internal departments to source information, plan workload, report on progress against deadlines and clarify any issues.

- Liaison with software suppliers to troubleshoot and resolve technical and data issues.

- Act as a primary point of contact within the Transport Information Team for internal departments for printed and digital bus information queries.

- Investigating and responding to customer comments/complaints and ensuring the timely resolution of any issues raised through liaison with internal departments, bus and train operators and stakeholders.

Supervision of the Transport Information Assistants:

- Coordination, allocation and monitoring of workload to ensure service levels are maintained.

- Planning workload, monitoring progress and setting deadlines.

- Undertaking performance plans and reviews.

- Supporting and encouraging personal development.

- 1-2-1 weekly meetings and on-going support.

- Mentoring and training as required.

- Monitoring conduct, performance and adherence to the organisational policies.

High Performing Team:

- Provide support in the form of matrix working to partner team members working on other workstreams and responsibilities as and when required.

- Developing the LCR transport information offer through seeking continuous improvement in team processes, procedures and outputs.

- Administration of the Transport Information Team's customer comments, allocating to appropriate team members, tracking progress against deadlines, and ensuring the corporate target is met.

- Developing and maintaining strong, customer focussed, robust relationships with all stakeholders and internal departments that focus on delivering high quality information that meet the needs of customers.

- Maintaining awareness of developments in transport information provision and associated technology within the bus and rail industries, making recommendations to management and supporting implementation.

- Liaison with the Transport Information Team Leader to report progress on workload, advise of issues, recommend resolutions and feed into departmental development and future work plans.

- Deputise for the Transport Information Team Leader as and when required and attend meetings with stakeholders, internal departments and external contacts.

3. General Corporate Responsibilities

- Deliver attractive and effective transport information for customers through the provision of printed and digital bus information to meet 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.

- Demonstrate organisation's culture and communicating effectively.

- Continuously demonstrating the 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
Application Role-Related Skills Test Competency Based Interview

PERSON SPECIFICATION

Job Title: Senior Transport Information Officer

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

Experience and knowledge	**E = Essential** **D = Desirable**	**Identified By**
Experience in desktop publishing packages QuarkXPress and Adobe Illustrator	E	A, I, T
ICT literate to a high standard	E	A
Supervisory Experience	E	A, I
Knowledge of website content management software	D	A
Knowledge of the local area and local bus network	D	A

Skills and abilities	**E = Essential** **D = Desirable**	**Identified By**
Ability to effectively plan and prioritise workload	E	A, I
Ability to work under pressure with conflicting and tight deadlines	E	A, I, T
Proof reading skills	E	A, I, T
Organisational and administrative skills	E	A, I
Effective communication skills	E	A
Ability to work as part of a team	E	A, I
Problem solving	E	A, I
Ability to build and manage robust and effective relationships	E	A, I
Time and resource management skills	E	A, I

Personal Attributes	**E = Essential** **D = Desirable**	**Identified By**
Attention to detail	E	A, I, T

HR/STD/RD/

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Continuous improvement of team processes, procedures and outputs	**E**	**A, I**
Ensuring accuracy and quality standards of all work produced	**E**	**A, I**
Flexibility	**E**	**A, I**
Learning and self-development	**E**	**A, I**
Determination to deliver	**E**	**A, I**

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment