

## ROLE DESCRIPTION

<b>Job Title</b>	Highways and Bus Stop Infrastructure Officer
<b>Salary Band</b>	SCP 20-23
<b>Reporting to</b>	Senior Highways and Bus Stop Infrastructure Officer
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Transport Infrastructure Programmes
<b>Team</b>	Infrastructure
<b>Political Restriction</b>	None

### **1. Primary Purpose of the Post**

Reporting to the Senior Highways and Bus Stop Infrastructure Officer, the post holder will be responsible for supporting and improving the procedures and processes associated with the upkeep, maintenance, suspension, renewal and replacement of bus stops and shelters across the Liverpool City Region.

Working as part of a wider integrated team you will get involved in the capital programme for bus stop renewals, support the overseeing and monitoring of contracts to maintain that infrastructure and process the suspension of bus stops. There will be a need to get involved in the necessary response to Elected Members and general public through communication or via public consultation where necessary, using the Authority's Customer Relationship Management (CRM) system. A notable portion of the work will involve attendance on site to gather data and inspect the condition of these assets, including the review of repairs and cleaning inspections undertaken by third parties contracted to the Authority.

The postholder will assist the Senior Highways & Bus Stop Infrastructure Officer as being the point of contact for the organisation relating to bus stop and shelter related queries, questions and providing guidance.

The post holder will have a good understanding and be proficient in the use of standard IT software such as Microsoft Word and Excel. The post holder will be required to ensure that all data/ as- built information is captured and recorded for the effective delivery of ongoing maintenance of the infra- structure and that up- dates are recorded in the Asset Register.

In all aspects the post holder will be expected to ensure delivery is on time, within budget and in line with required health and safety compliance and procedures, under current highway legislation.

The post holder may at times be required to deputise as appropriate for the Senior Highways & Bus Stop Infrastructure Officer, and work across other departmental functions dependent on changing organisational priorities.



## **2. Your responsibilities**

### **Delivery**

- On site inspections of all bus stop assets across the Liverpool City Region.
- Co-ordination with internal staff for the delivery of on-street bus stop infrastructure, including the necessary response to elected members and general public through communication or via public consultation where necessary.
- In collaboration with other members of the team, deliver the provision of temporary and suspended bus stops across the Liverpool City Region, including the acknowledgement of payments and the authorisation of refunds for cancelled works and bus stop suspension through the Barclaycard Smartpay Fuse payment acceptance system.
- Working as part of an integrated resource within a multi-discipline team that may involve at times, attending site meetings to agree works and a way forward.
- Identifying any problems/ issues with the operation/ use of equipment by third parties where necessary, i.e. the application of cleaning and repair techniques to ensure the safety of the general public always.
- To follow agreed protocols to record issues and incidents and ensure effective records are kept.
- Ensure data/as-built information is captured and recorded for the effective delivery of ongoing maintenance of the infrastructure and that updates are recorded in the Asset register.
- Assist the Senior Highways & Bus Stop Infrastructure Officer in overseeing the organisation's internal bus stops and shelter inspection regime carried out by colleagues within the Network Performance team.
- Assist the Senior Highways & Bus Stop Infrastructure Officer in overseeing emergencies for all tasks relating to bus stop infrastructure that has been subject to road traffic collisions.

### **Stakeholder Liaison**

- The delivery of relevant outcomes/ outputs in accordance with Service Level Agreements with key clients to ensure maximum levels of customer satisfaction.
- The delivery of a cost effective infrastructure function for existing, refurbished, and new assets whilst meeting health, safety, environmental and quality standards.
- Efficient and expeditious use of the damage/ complaint reporting system to ensure issues are allocated correctly to the maintenance service provider and swiftly corrected, thus ensuring minimum disruption and optimum availability of assets.
- Implementation of critical works in accordance with Service Level Agreements.
- Develop effective networking relationships to facilitate integrated working across the organisation, especially with colleagues in Transport Planning.
- Organisation skills to liaise with client departments, staff, and contractors (principally the term supplier) to carry out works including effective use of team resources.



### **Resource Management**

- Ensure data/as-built information is captured and recorded for the effective delivery of ongoing maintenance of the infra- structure, and that updates are recorded in the Asset Register.
- Assist in resolving issues to support the Senior Highways & Bus Stop Infrastructure Officer.
- Effective use of agreed protocols to record contractual and operational issues.

## **3. General Corporate Responsibilities**

### **Continuous Improvement**

- Proactive management and maintenance of bus stop infrastructure and seeking value for money for whole life cycle issues and aspects.
- Provision of service delivery data to senior management in accordance with deadlines.
- Liaison with Merseytravel/Contractor out of hours “Call Out” officers, as appropriate.
- Applying best practice/lessons learnt and value engineering techniques to ensure best value for money is delivered and innovation encouraged.

### **Health & Safety**

- Ensuring that method statements/risk assessments for the safe delivery of works on site are in place, along with the necessary approvals from the authorising authority e.g. local highway authority.
- Understanding and meeting all health and safety duties and responsibilities including ensuring compliance with relevant legislation.
- In line with corporate policy, ensuring adherence to LCRCA’s Safety Management System.
- Ensuring health and safety considerations are at the forefront in all aspects of the work.

### **Accessibility, Equality, and Sustainability**

- Having an appropriate level of knowledge of equality legislation and how it affects your service area.
- Promoting equality and diversity by:
  - Recognising the needs of different customers and adapting your approach to address those needs.
  - Recognising, respecting, and valuing the diversity of your colleagues; and
  - Pro- active adherence to all defined corporate policies.
- Putting the environment and sustainability at the forefront of all activities, working closely with colleagues in Transport Planning and Transport Information



- Understanding the impact on the environment and measures to minimise impacts e.g. reduction in CO2 emissions, emerging technology, carbon free zones, etc.

### **Improving the Liverpool City Region**

- Focusing on the wider benefits of the LCRCA.
- Contributing to and promoting the vision and aims of the LCRCA within the city region.
- Maintaining focus and commitment through enactment of the organisation's 3 behaviours of Putting the LCR first, Acting with Respect, and Being Action Focused.

## **4. Recruitment Plan**

Candidates will be assessed on the basis of:

- An initial assessment of the application submitted.
- Followed up by a competency-based interview.

## PERSON SPECIFICATION

**Job Title:** Highways and Bus Stop Infrastructure Officer

<b>Criteria</b>		
<b>Qualifications and Training</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Educated to GCSE and A Level standard, with an Apprenticeship, NVQ Level 3, or equivalent qualification in a relevant subject, supported by relevant experience gained through education, training, or within a professional environment.	<b>E</b>	<b>A</b>
A commitment to learning and continual professional development.	<b>E</b>	<b>A</b>

<b>Experience and knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
The ability to monitor external supplier's delivery and performance to meet financial, quality and programme commitments.	<b>E</b>	<b>A/I</b>
Ability to take initiative to respond to contractual issues as they arise, determination to deliver and to work to deadlines.	<b>E</b>	<b>A/I</b>
Able to prioritise tasks and duties as set by others in order to deliver outputs.	<b>E</b>	<b>A/I</b>
Flexible approach to work.	<b>E</b>	<b>A/I</b>
Ability to work in a customer- centred role (internal and/ or external customers).	<b>E</b>	<b>A/I</b>
Ability to ensure that contractors adhere to Health and Safety and Environmental Policy and Procedures.	<b>D</b>	<b>A/I</b>
Knowledge and understanding of necessary procedures and processes e.g. Chapter 8 NRSWA.	<b>D</b>	<b>A/I</b>
Evidence of working within a team and contractors.	<b>D</b>	<b>A/I</b>
Knowledge of Merseytravel / Liverpool City Region Combined Authority commercial, financial, and budgetary controls, standing orders, financial and statutory regulations.	<b>D</b>	<b>A/I</b>
Conversant with health, safety and environmental legislation, policy and procedures, Codes of Practice, and the Equalities Act in highway circumstances.	<b>D</b>	<b>A/I</b>



Understanding of the Liverpool City Region Combined Authority its aims and objectives; Corporate Plan; Mayoral Transport Plan etc.	<b>D</b>	<b>I</b>
Basic understanding of the bus and rail industries (their organisation, operation and legislation).	<b>D</b>	<b>I</b>

<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Organisation skills to liaise with client departments, staff, and contractors to carry out works.	<b>E</b>	<b>A/I</b>
Computer literate and proficient in using Microsoft software such as Word and Excel.	<b>E</b>	<b>A</b>
An ability to write in a clear and concise manner using ICT to prepare simple reports on specific issues and to reach conclusions.	<b>E</b>	<b>A/I</b>
Full driving licence.	<b>E</b>	<b>A/I</b>

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Approach tasks with enthusiasm and a positive attitude, demonstrating a willingness to tackle challenges	<b>E</b>	<b>A / I</b>
Collaborate effectively with colleagues to foster a supportive team environment and achieve shared goals	<b>E</b>	<b>A / I</b>
Have a passion for Transport Bus Stop Infrastructure and delivery of contracts and programmes of work, resulting in positive impacts for Liverpool City Region residents	<b>D</b>	<b>A / I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	<b>E</b>	<b>A / I</b>
Experience of/ability to contribute to a high-performance culture	<b>E</b>	<b>A / I</b>
Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect	<b>E</b>	<b>A / I</b>

**Key to Assessment Methods:**

A - Application
I – Interview



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION