

Post title	Bus Operations Assistant
Division / Section	Planning and Transport
Department	Place
Responsible To	Transport Officer, Bus Operations/Bus Operations Supervisor
Number of post holders	6
Acting up/ Secondment	No

Purpose of Job

To assist in ensuring that the operation of the Bus Station and other facilities is safe and efficient, and to ensure a high standard of service for and from sub-tenants and contractors.

MAJOR TASKS/JOB ACTIVITIES

Managing live traffic movements (60%)

Service provision to users of the bus station (20%)

Ensuring that all facilities and areas of the Bus Station are in a safe and clean condition (5%)

To assist in managing/developing/improving services/facilities at the bus station (8%)

Ensuring that agreed levels of service are maintained (7%)

Managing live traffic movements

Monitor record and report alterations/variations in service levels.

Manage live traffic movements and, if required, adjust the use of the bus stances using electronic and manual aids

Ensure the accuracy and comprehensiveness of the electronic data used to support public information on services using the Bus Station particularly when buses have been moved from allocated stances.

Prepare public information on services and ensure that this and related information is accurate and displayed at stances.

Work with and advise operators' staff of any changes that may affect services.

Service provision to users of the Bus Station.

Actively interface with the public.

Actively promote the services and facilities provided at the bus station.

Resolve enquiries and/or complaints in a professional manner.

Present themselves in a professional manner at all times.

Actively assist customers/users who require help and/or assistance

Be pro-active in identifying customers with service needs

Ensure that all publications, timetables and other 'hard' information are easily accessible, correct, relevant and authorised.

Ensuring that all facilities and areas of the Bus Station are in a safe and clean condition.

Actively monitor the cleanliness of the Bus Station.

Actively monitor facilities at the Bus Station (such as lockers, telephones, vending machines etc) that are owned or leased by the City of Edinburgh Council.

Actively monitor and inspect passageways, exit routes, signs and fire fighting equipment for damage and/or defects,

Ensure that the bus station is free from graffiti and anti social behaviour and that a welcoming environment is provided

When necessary report and take appropriate action to make safe and/or rectify any and all non-compliances.

Assisting in managing/developing/improving services/facilities at the bus station

Assist in the gathering, recording and presentation of required information to management in the agreed format.

Assist the Transport Officer, Bus Operations and Bus Operations Supervisors in managing the levels of service from contractors

Assist the Transport Officer, Bus Operations and Bus Operations Supervisors in conducting surveys and other methods of collating customer satisfaction levels.

Assist in identifying service improvements for management

Ensuring that agreed levels of service are maintained

Assist in maintaining all records relating to the monitoring of services and the fabric of the Bus Station.

Assist in collating and preparing the departure and related charges for the use of the Bus Station.

Operationally monitor all contracts pertaining to the operation of the Bus Station.

Ensure that the agreed levels of service between CEC, tenants, partners and external agencies are maintained.

Distribute the annual customer survey.

Use the Bus Station public information systems.

Work to the agreed systems and procedures to fulfil their duties in accordance with current Health & Safety legislation.

Assist, inform and support senior staff in the Public Transport team.

Deal with correspondence and enquiries relating to services and general information relating to the Bus Station and/or facilities.

Assist in developing and improving the range of facilities available at the Bus Station.

Assist in any evacuation and relocation to temporary site in compliance with the agreed evacuation procedure

Liaise with Emergency services both in relation to security and with general public safety

Other duties pertaining to the post as may be determined by management.

Supervision and Management of People (Numbers and type of staff)

No direct supervision of Bus Station staff unless they are new starts or agency staff and this would be limited to one only.

Limited supervision of outside contractors' staff comprising two cleaners, two security, and one stance inspector.

Limited supervision of maintenance/delivery staff when carrying out repairs/deliveries within bus station.

Creativity and Innovation

Ability to be able to use web based route planners and/or other web based search facilities in order to be able to fully answer and inform customers enquiries

To be able to resolve issues surrounding late/cancelled services and/or breakdowns.

Real time on site risk assessments; managing vehicle movements within the Bus Station, assessing driver capabilities, visibility, ground conditions, customer/staff safety etc.

Resolve, where possible, complaints and or suggestions from customers/users or escalate to appropriate person/body.

Contacts and Relationships

Daily contact with customers, answering queries, resolving issues, escalating issues to Operations Team Leader as required.

Daily contact with bus station user's representatives, answering queries, resolving issues, enforcing Bus Station rules, escalating issues to Operations Team Leader as required.

Frequent contacts with bus station user's management, reporting defects, failures, updates etc. escalating issues to Operations Team Leader as required.

Daily contact with Operations Team Leader agreeing duties and prioritising workload.

Daily contact with security and cleaners enforcing KPI's and resolving or escalating issues to Operations Team Leader as required.

Frequent contact with tenants, resolving or escalating issues to Operations Team Leader as required.

Decisions (Discretion)

When operating the automated vehicle control system the postholder is responsible for the all operational decisions taken in relation to vehicle management.

Once goals and workloads have been agreed with the Operations Team Leader the post holder is responsible for managing their time effectively.

The postholder is responsible directly to the Operations Team Leader

As a result of the unpredictable nature of the operation and the many external factors that can influence events many operational decisions have to be made based on the knowledge and experience of the postholder, in conjunction with the Operations Team Leader.

Decisions (Consequences)

The primary of impact of decisions made is felt by our customers, the members of the public who use our services. Positive decision making leads to higher satisfaction of our customers, increased footfall within the bus station and the consequent growth in business and ancillary revenue as well as passenger safety.

Secondly, decisions made will impact on the operators who utilise the bus station and provide the majority of our revenue. Positive decision making ensures a safe and efficient environment where their interests are understood and facilitated and disruptions to service are minimised. This leads to positive long term relationships which benefit all parties concerned.

All decisions when taken correctly have a positive impact on the reputation of the council and will ultimately increase revenue.

Resources

In the event of the absence of both the Bus Station Manager and Operations Team Leader the postholder is operationally responsible for the building and contents of Edinburgh Bus Station and the various plant contained within.

They would also hold responsibility for several specialised data management systems, as well as a number of office PC's and associated office hardware.

This responsibility is anticipated to be for no more than 6% of their working role.

Environment – Work Demands

The daily workload of the postholder is subject to frequent unpredictable interruptions from operational issues, resulting in a constant re-evaluation of priorities. The workload of the postholder is primarily determined by the Operations Team Leader. Basic decisions are taken by the postholder; however the majority of decisions which impact on the operation are escalated to the Operations Team Leader. In the event of the Operations Team Leader being absent (due to holiday, sickness, etc) the Operational Assistant is expected to deputise for parts of their role.

Environment – Physical

The postholder will undergo various types of physical effort in the course of their duties. These can include (but are not limited to) lifting and carrying of supplies, assisting less able customers with luggage(7%), sitting whilst performing office duties, walking and standing within the area of the bus station and vehicle concourse, shovelling of grit and snow in times of adverse weather. All tasks will be carried out in accordance with Health and Safety requirements. Due to the unpredictable nature of the operation and the diverse demands placed upon the postholder it is difficult to specify exact percentages of time occupied

Environment – Working conditions

Normal Office Conditions 30%

Working outside exposed to weather, varying temperatures and conditions, noise and fumes 40%

Working within bus station (not in office conditions) 28%

Assisting with medical emergencies with subsequent exposure to bodily fluids etc 2%

Environment – Work Context

Daily exposure to managing live traffic and the hazards associated with this

Daily exposure to members of the public, who can often display challenging behaviour

Frequent exposure to vulnerable persons (missing persons, mental health issues, unaccompanied minors, disabled passengers)

Knowledge and Skills

The ability to work within a team environment, with both internal and external partners

The ability to interact with users of the bus station in and provide clear and accurate information on services

A degree of tact, diplomacy and sensitivity (both of a personal and political nature)

Literacy and strong IT knowledge

Strong communication skills

A good awareness of Health and Safety requirements in general, and preferably experience of working within a live traffic environment

Education to Standard Grade/GCSE level (or equivalent) with a credit pass (or equivalent) in English is essential

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures. If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).