

## JOB DESCRIPTION

**POST TITLE:** Transport Operations Officer

**DEPARTMENT:** Estates Office

**SUB-DEPARTMENT** Transport & Future Mobility Team

**POST RESPONSIBLE TO:** Transport Operations Manager

**REFERENCE NO:**

### Job Purpose:

To carry out a range of duties predominantly outside supporting and a busy University Campus. Ensuring a safe and efficient environment for pedestrians and vehicles. To assist with maximising the use of established transport facilities, to discourage unauthorised behaviour. To carry out a range of duties supporting inspections, marshalling services and safety patrols; assist in providing traffic supervision in relation to traffic flow, parking, events, and large deliveries.

### Duties and Responsibilities:

#### Campus Experience

- Ensure parking and mobility equipment is fully operational, rectifying faults as directed and arranging for repair as appropriate through service desk
- Ensure information displayed on transport equipment is accurate, reporting any discrepancies to the transport operations manager or appropriate member of the transport team.
- Observe health and safety and accessibility regulations and report any hazards identified.
- Carry out regular path and roadways inspections
- Coordinate with other teams on site audits for signage, lighting, environmental and accessibility concerns, and potholes.
- Condition surveys of car parks and major transport areas e.g., Bus Interchange
- Aid Campus Security team by ensuring free traffic flow as directed during events and normal business operations
- Ensure operational checks of terminals against PCI-DSS and any other University regulations
- Check operation and arrange repair to barriers and bollards liaising with outside agencies if necessary
- Perform any reasonable duty as requested by a more senior member within the team
- Regular cleaning and maintenance of transport infrastructure

### Customer Service

- Engage face to face with visitors to the campus and help improve their overall transport experience by providing information and advice
- To provide frontline support in the case of equipment and system failure
- To receive and answer in a polite manner any enquiries from members of the public whilst carrying out your duties
- Maintain good relationships with customers and stakeholders
- To ensure by your appearance and conduct that customers will choose to repeatedly use our services
- To understand and be fully familiar with the carparking system to ensure compliance and provide guidance to stakeholders and customers
- To work with the Transport & Mobility Team to implement successful marketing and promotional initiatives to increase awareness and improve the overall campus experience

### Compliance

- Patrolling campus, to monitor and identify non-compliant vehicles in accordance with the parking regulations on campus
- Placing or removing signage, cones and tape as required for compliance purposes, maintaining signage where necessary
- Check and clean signs, posts, and equipment to support the regulations
- Monitoring restricted areas on a frequent basis
- To always comply with University policy and procedures, health and safety risk assessments and any other relevant legislation applicable for the role
- To monitor and report parking equipment stocks and faults to the Transport Operations Manager
- To support on campus monitoring initiatives e.g. speed, movement, compliance, data capture and complete reports

### Event Management

- Monitor and implement special traffic requirements to support on campus events
- Liaise with contractors regarding parking safely and where appropriate
- Support and enforce temporary parking restrictions
- Manage event traffic flow to maintain the smooth operation of campus
- Support and lead on any temporary lane or car park closures

## PERSON SPECIFICATION

**POST TITLE:** Transport Operations Officer

**DEPARTMENT:** Transport & Future Mobility Team

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The post holder must be able to demonstrate:	<b>ESSENTIAL (E) OR DESIRABLE (D) REQUIREMENTS</b>	<b>MEASURED BY:</b> a) Application Form b) Test/Exercise c) Interview d) Presentation
Educated to GCSE level or equivalent	(E)	A
Experience of working in a similar role outdoors	(E)	A
Working with members of the public and giving advice on parking regulations and facilities	(E)	A & C
Evidence of ability to communicate and interact with members of the public on transport and travel related questions	(E)	A & C
Resolve complaints and able to diffuse situations in stressful situations	(E)	A & C
Report writing for simple reports	(E)	A & C
IT proficiency with smart phones, radios and MS office packages	(E)	A & C
Knowledge of traffic and parking regulations that apply on private land	(E)	A
Patience and the ability to remain calm in stressful situations	(E)	A & C
Good face to face customer service skills	(E)	A & C

<b>Date Created/Version:</b>	Created Feb 2021
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Ability to multitask	(E)	A & C
Able to work under pressure	(E)	A & C
First Aid Qualification	(D)	A
Fire Warden Qualification	(D)	A
British Parking Association professional qualifications	(D)	A
Basic technical, electrical, and fault-finding skills of parking equipment and signs	(D)	A & C
Full clean driving licence	(D)	A