

## Job Profile

### Senior Passenger Transport Officer

Grade:10

Date created: January 2026

#### About the Job

Managing a team to discharge the GCC statutory requirements of the public transport element of the Integrated Transport Unit. Help develop and role out enhancements to the public transport offer by both new initiatives and continuous improvement. The overall purpose of this role is to encourage and promote the use of bus services by the provision of supported routes, use of ENCTS passes and continuous improvement of transport related infrastructure.

#### This is what we need you to do...

- Manage a team who are responsible for:
  - i. the management and supply of transport infrastructure (stops/shelters).
  - ii. The management and supply of Real Time Passenger Information
  - iii. The procurement and monitoring of supported bus services.
  - iv. The provision of ENCTS bus passes.
  - v. The day-to-day operation of Arle Court Transport Hub
- Manage and promote the issuing of ENCTS bus passes.
- Manage and expand the county wide RTPI system.
- Ensure that the Arle Court Transport Hub is operational and continues to grow, providing new connections to Gloucestershire residents whilst remaining a key asset in tackling climate change and traffic congestion.
- Ensure that suitable, quality bus timetables are displayed at stops across the county.
- Maintain a close relationship with NPTI ensuring that public transport information is up to date.
- Maintain good relationships with bus and coach operators and work within the Enhanced Partnership framework to improve the public transport offer.
- Provide statistics on ENCTS usage and supported bus service costs.

#### Special Conditions

- This post will involve visits to meetings 'off-site' and work outside normal office hours

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.



- Ensure that quality provision of bus stops and bus shelters across the county Suggest suitable S106 contributions from developers toward public transport improvements across the county.
- The post requires alternative working from Arle Court Transport Hub as and when required.
- The post requires specialist knowledge of the public transport industry.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.



## The ideal candidate will have...

### Experience

- Excellent ICT skills, in particular MS365.
- Experience of change management.
- Implementation, monitoring and review of operational business plans and strategies for service improvement.
- Experience of performance management to achieve results within competing deadlines.
- Significant experience of working in an environment where excellent customer service and communication skills with a range of stakeholders are essential.
- Experience of producing and presenting reports for senior managers and partners.
- Experience of multi-agency work with a range of professionals and managers.
- Experience of project management and leading projects with a range of stakeholders.

### Knowledge, Skills and Understanding

- Proven experience in public transport provision
- Strong leadership and team development skills
- Ability to manage complex and detailed operational work accurately to a high standard.
- Strong advocacy skills, including those in consultation and negotiation, including on complex and contentious issues.

- Well-developed report writing skills and a high standard of written English.
- Understanding of statistical interpretation of data analysis and experience of producing & presenting statistical information & reports to internal & external customers.
- Ability to understand and interpret complex legislation and policy.
- Understanding of ICT support systems and their impact on users and service design.
- Understanding of project management approaches.

### Behavioural attributes

- Personal commitment to a focus on quality services for children, young people and their families within resources available.
- Ability to respond to a changing pattern of work demand which can be unpredictable and unplanned, requiring constant shifts of priority.
- Ability to cope and function effectively when working in a pressurised front-line environment.
- Excellent interpersonal skills and ability to deal sensitively and professionally with people in difficult circumstances.
- Determined, enthusiastic and resilient with excellent attention to detail.
- Awareness of political sensitivity.
- Commitment to identify and embrace new methods of work and technology and champion change – including motivating and enthusing others.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

- Ability to develop creative solutions in developing new approaches across a range of issues and services.
- Understanding of, and commitment to, the best outcomes for children and families and equal opportunities in the workplace.
- Knowledge of local needs and priorities of children, young people and their families and how the organisation needs to respond.
- Knowledge of national Children's Policies & the legislative framework and how they contribute to local service developments.

- Ability to influence and negotiate successfully across agencies/partners.
- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#).
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence.

### **Education & Qualifications Essential**

- Evidence of continuous personal and professional development relevant to the role.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

