

Rutland County Council

Job Description

Job Title:	Transport Inspector
Grade:	4
Department:	Places
Team:	Transport
Line Manager:	Transport Operations Manager

Purpose of the Job:

To contribute to the effective and efficient delivery of all passenger transport operations via planning, inspections and detailed contract management.

Key responsibilities:

1. To monitor, inspect and survey passenger service contracts services within Rutland and wherever services have a cross boundary flow.
2. To report on findings and to maintain accurate and current records in order to support contract management and any statistical data required.
3. To work closely with both the School transport officer and the Rural transport officer to ensure all statutory checks take place and that issues are dealt with appropriately.
4. To liaise with transport providers, parents, schools and any other stakeholders as necessary to resolve complaints, issues or problems as they arise.

Principle duties and responsibilities:

1. To monitor, inspect and survey home to school buses and taxis contracts and all public transport contracts.
2. To report on findings and to maintain records in order to support the production of key management and statutory statistical data.
3. To provide bus punctuality statistics to the Transport Operations Manager when required
4. To monitor and inspect school bus passes and taxi usage on contracted routes to ensure that passenger manifest reflects actual usage. To follow up inconsistencies so that accurate records can be maintained.
5. To conduct local bus service passenger surveys by observation and, where appropriate, by interview, in order to collect data on usage and performance of



- services. To feedback any collated information to the Rural Transport officer for use at the Bus users group.
6. To assist the Transport Operations Manager with the collection of transport operator documentary evidence of legal status and compliance to meet audit recommendations.
 7. To work with the School Transport Officer on any duties required in relation to safer routes to school and independent travel training.
 8. To assist with the on-going task that bus shelters, stops, poles and timetable cases are fit for purpose and display accurate information. Taking steps to undertake minor “on the spot” repairs as necessary, or making sure that faults are reported so that other remedial steps can be taken.
 9. To maintain an annual inspections calendar which should remain current and be available for other team members to view and amend with priority tasks wherever necessary.
 10. To assist with any student behavioural reports/implantation of bans and/or seating plans as required by the Transport Operations Manager.
 11. To contribute to the annual route planning for home to school transport with accurate route and timing information as necessary.
 12. To conduct regular depot visits with transport providers to ensure effective communication and opportunity to discuss service issues/development.
 13. To report any contractual non-compliance to the Transport Operations Manager
 14. To undertake any other appropriate duties within the transport team when required.
 15. To act in accordance with the principles set out in the Employee Code of Conduct and the Council’s Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications

Educated to GCSE Standard with passes in English and Maths (or equivalent)
A high level of customer care skills

Experience

Experience of IT including a sounds knowledge of Excel, Word and Access



Experience of dealing with or delivering a service directly to the public
Experience of record keeping

Knowledge

Knowledge of local government or transport process

Skills

Good communication and customer skills
Be able to work as part of a team
Be able to work unsupervised and on own initiative
Be able to convey information to a wide range of people (public/schools/senior officers/other agencies)

Values

Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.

