

Job Description

Role Title:	Transport Development Officer
Dept:	Student Experience & Support
Reference:	MPF4299
Grade:	6
Full or Part time:	Full time
Hours:	36.25
Reports to:	Associate Director Campus Experience

Overview

The Campus Experience department is a strategic and outward looking department overseeing the delivery of the commercial and experience services within the University Services, which comprises:

- Catering and Hospitality
- Faith Centre
- Welcome, Transition and Events
- Conference
- Travel
- Residential Services
- Sport
- Nursery

The department is embarking on an exciting chapter to change the way the UoS delivers on all the above services ensuring experience and quality of service is the priority.

The role-holder must demonstrate first-class customer service, time management and organisational skills, together with a high level of self-motivation and a commitment to working as part of a team and independently with equal ease.

The Sustainable transport development officer will proactively support key projects, packages of work and business support services, working to briefs provided by the Associate Director of Campus Services as well as supporting the development of business and improvement plans within the business functions.

The travel department is bringing together all departments that students, staff and visitors would use when visiting and leaving the UoS campuses and is a key link into the sustainability teams. This currently includes car parking, bus service, bikes and scooters.

Role Purpose

The post holder is required to act as the University's champion in promoting sustainable management techniques through the development and implementation of a university wide sustainable travel plan.

The role holder will be required:

- To develop and implement our sustainable travel plan for the University
- To organise, manage and promote transport services initiated by the sustainable travel plan.
- To advise the Associate Director of the potential risks associated with local or central government legislation.
- To support the Estate's Environmental Sustainability team and broader Sustainability Office in promoting sustainable travel choices and lead in engaging with wider University and external communities to promote and enhance the University's sustainable travel performance.
- Key to the role will be driving key partnerships with critical partners, developing strong working relationships with colleagues across the University and the local and national community.

Responsibilities

- To oversee the review and implementation of the campus wide sustainable travel plan and car parking policy.
- To help develop, implement, and encourage initiatives to support and improve staff and student travel planning arrangements.
- Plan and introduce in conjunction with the Environmental Sustainability team efficient travel and transport operations and align strategies and activities with local and central government planning and development policies.
- Communicate with all internal and external stakeholders personally and through the organisation / attendance of working groups, focus groups, marketing campaigns and other methods as appropriate.
- Chair the Sustainable Travel Management Group and develop workstreams and actions to be achieved
- Develop a UoS co-ordinators support network to create local travel plan with champions.
- To implement and maintain contracts with external suppliers related to all modes of transport.
- Identify, develop and implement a suit of technical standards for transport facilities and services provided on the University estate for staff, students and visitors e.g. cycle parking, car parking, bus services and parking zones.
- Monitor and report on income and expenditure related to travel and generate dashboards on usage and future opportunities.
- Recommend and support with the implementation of improvements to existing transport facilities and services.
- Collect, analyse, and interpret data from a wide range of sources to inform the development of transport plans.
- Input into the development of business cases for funding travel plan activities.
- Develop and organise staff and student travel surveys and produce relevant reports.

- Maintain an awareness of the implications of Local Authority Unitary Development Plans and Central Government Planning and Development requirements and the effects on the University's travel and transport strategy.
- Support the capital projects team with planning related issues related to travel and transport for new buildings and projects.
- Co-ordinate staff and student meetings to present and discuss travel planning issues.
- Develop marketing campaigns for the travel and transport plan and its initiatives including the development and maintenance of a web based or app-based information pages.
- To support the development and implementation of the travel related elements of the University Carbon Management Plan including communication of the Plan and targets to key stakeholders.
- Perform any other duties appropriate to the grade as may be required by the Head of Division.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

Qualifications

1. Educated to degree level or equivalent and qualified through membership of a relevant professional discipline and have extensive post qualification experience or able to demonstrate equivalent substantial work experience. (E) (A) (I)
2. Post graduate qualification in a related discipline. (D) (A) (I)
3. Membership of a chartered transport planning institute or equivalent professional body (D) (A) (I)

Background and Experience

4. Experience of developing, implementing, and monitoring travel and transport plans. (E) (A) (I)
5. Experience of developing, implementing and monitoring travel and transport plan initiatives that are suitable for staff and students. (E) (A) (I)
6. Experience in establishing and developing a travel and transport co-ordinators network. (E) (A) (I)
7. Experience of a similar role, preferably in the Higher Education sector in a customer focused environment. (D) (A) (I)
8. Experience of working with budgets. (E) (A) (I)
9. The ability to deliver and manage change to achieve agreed business objectives ensuring the highest levels of customer service and care. (E) (A) (I)
10. Have a comprehensive understanding of current and relevant legislation and best practice within a travel and transport environment. (E) (A) (I)

Knowledge

11. To be able and willing to comply with the requirements of the staff handbook and office procedures. (E) (I)
12. Strong awareness of local and national transport policy and planning, including legislation and professional standards. (E) (A) (I)
13. Be highly customer focused. (E) (I)
14. Be flexible in duties undertaken and to work outside normal working hours when required. (E) (I)
15. Ability to foster and develop understanding of equality and diversity issues. (E) (I)

Skills and Competencies

16. Good levels of written and communication skills. (E) (A) (I)
17. The ability to deliver workload within agreed timescales. (E) (A) (I)
18. Analytical and research skills. (E) (A) (I)

19. Effective influencing and negotiation skills, with experience of managing and resolving conflict. (E) (A) (I)
20. Effective Project Management skills. (E) (A) (I)
21. High level working knowledge of Microsoft Office suite of applications including MS Project. (E) (A) (I)
22. Work effectively within a team environment. (E) (A) (I)