

## Role Profile

<b>Role:</b>	<b>Route Equipment Officer</b>
<b>Directorate:</b>	Facilities Management
<b>Salary Band:</b>	Band 5
<b>Post reference:</b>	BR94
<b>Job Evaluation Date:</b>	15.11.2023
<b>Role statement of purpose:</b>	To assist in the delivery of schemes that improve the integration of transport modes and provide benefits to passenger waiting.
<b>Reports to:</b>	Section Manager – Property Services

	<b>Key Role Outputs (KROs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>	<b>Key Actions</b> <i>These set out how the KROs will be achieved – the activities required.</i>
<b>1.</b>	Inspection of the installation, services and contracts for repair, maintenance, replacement and cleaning of all route equipment	<ul style="list-style-type: none"> <li>• By inspection, check on quality and workmanship of works undertaken by contractors.</li> <li>• To monitor a programme of replacement for route equipment as part of highway upgrade schemes.</li> <li>• Understand and work within TfGM's corporate design standards specified within the Bus Stop Design Guide, and the</li> <li>• Review issues and resolve difficulties in respect of the management of defects, and also manage matters associated with the planning and co-ordination of works.</li> </ul>
<b>2.</b>	Route equipment database	<ul style="list-style-type: none"> <li>• Carry out route audits and surveys and update relevant management information systems including AS400, AMIS and Central Maintenance.</li> </ul>
<b>3.</b>	Monitor compliance with health and safety and other legislative requirements	<ul style="list-style-type: none"> <li>• Ensure that all work undertaken complies with relevant health and safety legislation</li> <li>• Attend site meetings with TfGM personnel/agents, Health and Local Authority Inspectors and other relevant parties.</li> </ul>
<b>4.</b>	Assist in delivery of route equipment	<ul style="list-style-type: none"> <li>• Assist in the installation and relocation of bus stops to be installed by communicating as</li> </ul>

		<p>instructed with all stakeholders.</p> <ul style="list-style-type: none"> <li>Assisting with day-to-day issues as instructed regarding the shelter provider contracts.</li> </ul>
5.	Inspection of route equipment sites	<ul style="list-style-type: none"> <li>Understand and work within TfGM's corporate design standards specified within the Executive's Bus Stop Design Guide, and the Department of Transport's Guide for Transport Infrastructure.</li> </ul>
6.	Relationships with key partners	<ul style="list-style-type: none"> <li>Attend site meetings with police, highways authorities and other key personnel as required for the installation of route equipment.</li> </ul>
7.	Route Equipment Progress Reports	<ul style="list-style-type: none"> <li>To provide monthly updated progress reports of highway upgrade program of works including shelter installations.</li> <li>Provide monthly contractor performance reports.</li> </ul>
8.	Assist with the management of contractual agreements	<ul style="list-style-type: none"> <li>To assist in the administration of contractual agreements relating to the installation, maintenance, cleaning and repositioning of all bus stop poles, and shelters.</li> </ul>
9.	Health and Safety	<ul style="list-style-type: none"> <li>Ensure compliance with relevant legislation.</li> <li>Embed TfGM Safety Management System.</li> <li>Ensure compliance with task sheets.</li> <li>Ensure that all accidents, near misses and personal injuries are reported and investigations carried out where appropriate.</li> </ul>
10.	Maintain the availability of street furniture	<ul style="list-style-type: none"> <li>To site temporary alternative stops, where possible and if safe to do so, taking into account such things as location, effect on traffic flow, site lines and Health &amp; Safety factors that have a direct impact on the safety of passengers and operators' staff.</li> <li>Open or close bus stops as required.</li> <li>Liaise with local bus station staff to ensure timely and accurate diversion information is in place.</li> <li>To monitor when passing the condition of all bus stops and shelters and report any damage to appropriate person.</li> <li>Temporarily making safe any damage observed as far as practicable to eliminate risk of injury to the public and other road users.</li> </ul>

		<ul style="list-style-type: none"> <li>Attend site visits with contractors/utility companies to discuss requirements in relation to bus stop closures, to allow them to conduct the repairs being undertaken.</li> </ul>
11.	Monitor and report condition of company vehicle	<ul style="list-style-type: none"> <li>To make regular checks of company vehicle and report any faults or problems.</li> <li>To keep vehicle in an acceptable condition of cleanliness.</li> </ul>
12.	<b>Compulsory Outputs (COs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>	<b>Key Actions</b> <i>These set out how the COs will be achieved – the activities required.</i>
13.	<b>C1</b> Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> <li>TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities)</li> <li>Bus Operator contractual management</li> <li>Dignity at Work policy;</li> <li>Information assurance and security in line with Cabinet Office requirements;</li> <li>Risk management</li> <li>TfGM policies and procedures</li> <li>Equality and diversity legislation</li> <li>TfGM Vision &amp; Values</li> </ul> <p>Act in accordance with TfGM's behaviours and competencies</p>
	<b>C2</b> Any other reasonable duties as required from time to time	

Key Interdependencies	
<b>Key Contacts</b>	Route Equipment Inspectors Route Infrastructure Technicians Information Display Assistants Contractors Suppliers Utility Providers, i.e. gas, electricity J C Decaux General Public Local Highway Authority Representatives TfGM Project Group
<b>Direct reports</b>	None
<b>Budgetary responsibility</b>	None
<b>Location</b>	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
<b>By:</b> Howard Hartley DATE	Role profile update exercise Sept 11 M Robinson	Role profile updated May 23 by M Robinson			

<b>ROLE: Route Equipment Officer</b> <i>(Knowledge, skills and experience required at selection stage)</i>	
<b>E</b>	<b>Essential Experience:</b>
E1	Demonstrable experience in a similar role, e.g. working in a highways environment.
E2	Experience of following and working to procedures and guidelines.
E3	Experience of monitoring compliance with quality standards.
E4	Proven experience of developing and maintaining systems in a changing environment and providing written procedures to support the systems in place.
E5	Sound working knowledge of dealing with issues and maintenance relating to, Route Equipment and shelter operations.
E6	Ability to build strong positive relationships with Key stakeholders / contractors and demonstrate leadership capabilities to achieve desired outcomes.
E7	Able to influence and persuade others.
E8	Experience of customer focused environment.
<b>D</b>	<b>Desirable experience:</b>
D1	Experience in the passenger transport industry or public service environment.
D2	RASWA qualification.
D3	Experience of working within a public/private transport related organisation.
D4	Geographical knowledge of Greater Manchester and its public transport network.
<b>EQ</b>	<b>Essential Qualifications – Technical, Vocational or educational:</b>
EQ1	A good general education with GCSE Grade C or equivalent in Mathematics and English.
EQ2	Driving licence.
<b>DQ</b>	<b>Desirable Qualifications – Technical, Vocational or educational:</b>
DQ1	Relevant craft qualifications, e.g. CITB (Construction Industry Training Board).
<b>EA</b>	<b>Essential Attributes:</b>
EA1	A clear understanding of the work programme and the contribution expected of you and your colleagues.
EA2	A commitment to deliver the agreed work plan to the timescales and standards required.
EA3	An understanding of the processes in place to deliver streams of work.
EA4	An approach of 'no surprises please' - keeping your manager and others informed of the potential for significant change to the work plan - unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors.
EA5	A customer focused approach - an understanding of, and appropriate response to, the expectations of TfGM and external customers the role holder must work with.
EA6	Personal behaviour that is in line with TfGM's statement of values and behaviours.
EA7	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies.
EA8	A commitment to manage and review your work on a regular basis.
EA9	An ability to work without close supervision.
EA10	Pride in consistently delivering work to required standards and deadlines.
EA11	Able to make positive contribution to work teams.
EA12	Punctual and attentive.

EA13	Competent in adhering to TfGM policies, procedures and working practices.
EA14	Prepared to assist others to manage fluctuations in workload.
EA15	Prepared to work anywhere within the Greater Manchester area.
EA16	Prepared to work out of hours, as requested.
<b>DA</b>	Desirable Attributes: