

ROLE DESCRIPTION

Job Title	Transport Network Officer
Salary Band	SCP 24-26
Reporting to	Transport Network Team Leader
Directorate	Place
Service Area and sub area	Transport
Team	Transport Network Performance
Political Restriction	N/A

1. Primary Purpose of the Post
<ul style="list-style-type: none"> To deliver Revenue Protection Officer (RPO) activities across the Liverpool City Region (LCR) bus network, protecting revenue by identifying fraud, reducing revenue loss from fare evasion, and conducting ticket inspections to ensure passengers hold valid tickets and have paid the correct fare. To provide cover for the Real Time Information (RTI) Control Room supporting the LCR bus network, as well as undertake bus and rail surveys, bus stop and shelter inspections, and on-bus compliance checks ensuring vehicle condition standards are met, drivers are wearing the correct uniform, and all on-board displays are accurate and functioning correctly in accordance with franchise agreements.
2. Your responsibilities
<ul style="list-style-type: none"> To undertake Revenue Protection Officer operations to ensure the protection of both organisational and partner revenue which includes but is not restricted to the detection of fraud, theft and associated criminality across, at present, supported bus network services and in future franchised bus services. To carry out strategic client or partner lead investigations of complaints relating to the bus network including school and associated supported services. To assist with and support the management team and internal partner clients with targeted transport operations relating to Safeguarding, welfare and intelligence lead operations. To review your own working methods/workload to improve and maintain the service you provide, and the performance standards expected. Support line managers, the Network Performance function and clients both internal and external with the development and introduction of new initiatives.



- Home hybrid working carrying out punctuality and reliability checks and associated initiatives using the EBUS/RTI monitoring system.
- Data and Analysis work for Concessionary and Prepaid Reimbursement, Bus reliability and RTI monitoring.
- Regional wide special events working and support for internal and external clients as and when required, this includes 'Out of hours' support given to all Major Events within the LCR.
- Monitor/Respond to Safer 65007 text service.
- Carry out & monitor daily handheld two-way Radio Comms with operators and relevant bus stations.
- Update database and logs of all communications received.
- Christmas city centre enforcement, assist, monitor and deploy traffic officers accordingly if available.
- Report damage to shelters as identified via external partners and CCTV.
- Report failed traffic signals as identified via external partners and CCTV.
- Assist line managers with the training of Officers undertaking RTI Control Room function
- Assist Citywatch and Mer'Pol' when requested with disruptions and incidents monitoring that effect or are related to the transport network.
- Provide cover as required in a multi-functional (RTI) Real Time Information Control Centre, working a 7-day operation, currently between the hours of 06:30 and 20:00 hours. Duties include, but not limited to:
 - First point of contact for Bus Operating Companies reporting issues across the Bus network which could cause issues or delays.
 - To effectively support and carry out control room operations in accordance with organisational policies and procedures and GDPR protocols.
 - To monitor, support and assist with the resolution of operational issues across the bus network using CCTV and radio/telephonic communications.
 - To liaise with partner agencies and bus operators to advise upon and implement managed changes and resolatory actions to both services and routes to mitigate network disruption caused by planned and unplanned events.
 - To produce accurate daily network performance reports and data sets as required or requested by management, client dept teams, Heads of Service & Directors etc.
 - Monitor known disruption hotspots and pinch points and report as required to operators and clients.
 - The daily use and monitoring of a variety of internal software systems and internal/external social media.
 - Provide cover as required for Matrix 2 duties over a 7-day operation, Monday to Sunday, currently between the hours of 04:30 and 01:00 hours. Duties include, but not limited to:



- The undertaking of contract compliance checks on a range of services, including but not limited to bus or rail.
- Infrastructure inspections
- The undertaking of client lead survey work including the monitoring of passenger flows across the transport network including static network monitoring surveys, ad-hoc environmental and travel modal surveys.
- Quality checks in accordance with Quality Management Systems agreed with the client department.

3. General Corporate Responsibilities

- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused
- Regular dialogue and positive business relationship building with internal and external colleagues
- Sharing knowledge and information with others
- Building personal and departmental credibility
- Ensuring customer focus, inclusion and value for money are at the heart of decision making and implementation

4. Recruitment Plan

Competency Based Interview / Assessment

PERSON SPECIFICATION

Job Title: Transport Network Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Previous experience in a Revenue Protection Role	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Proven experience in detecting revenue and fraud prevention	D	A,I
Proven experience in conflict resolution and management	E	A,I
Proven experience of customer and stakeholder engagement and relationship management.	E	A,I
Knowledge of the transport industry	E	A,I
Knowledge of the transport network in the Liverpool City Region	D	A,I
Proven track record of service delivery	E	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Strong verbal skills to de-escalate situations and explain penalty fares	E	A,I
Understanding ticketing systems and fare structures as well as various types of tickets such as tap and go, smart cards and app-based tickets	D	A,I
Strong interpersonal skills	E	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
A strong commitment to applying regulations fairly to all drivers and passengers	E	A,I
A passion to improve public transport services	E	A,I
A commitment to providing high quality customer service and insuring standards are met	E	A,I
Self-assurance when confronting drivers and/or passengers	E	A,I



Core Behavioural Competencies	E = Essential D = Desirable	Identified By
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	E	A,I
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Embed LCRCA's behaviours of LCRCA First, Action Focused, and Respect	E	A,I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment