



# Role Profile

Public and Community Transport Officer  
*Inclusive Economy & Sustainability*

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| <b>Role Profile:</b><br>Public and Community Transport Officer. | <b>Role Profile Number:</b><br>SBC_12550                     |
| <b>Directorate/Group:</b> Inclusive Economy & Sustainability    | <b>Reporting to:</b><br>Service Manager – Transport Planning |
| <b>Grade:</b><br>CFL 8                                          | <b>Date prepared:</b><br>November 2025                       |

## Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

**We SEE** – people, not problems – and stay curious to understand their story.

**We HEAR** – each other and the people we serve

**We CARE** – about our colleagues, our residents and our community

**We ACT** – with integrity, accountability and purpose

**We LEARN** – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

## The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



**Job Purpose**

To support the Senior Specialist in the planning, development, and delivery of public and community transport services across the Borough. The role ensures services are safe, accessible, efficient, and sustainable, supporting the authority’s transport strategy and community priorities. The role ensures compliance with statutory and regulatory requirements, and promotes inclusive and sustainable travel options for all residents.

**Key Accountabilities**

- Support the planning, management, and delivery of public and community transport services, ensuring they meet the needs of the community, are accessible, safe, and reliable.
- Ensure transport services align with the authority’s strategic objectives, transport policies, and statutory obligations.
- Support relationships with bus operators, community transport providers, and other partners to ensure effective service delivery.
- Support the review of contracts, service agreements, and funding arrangements, ensuring compliance with agreed terms, financial management, and service standards.
- Contribute to the development of transport policies, strategies, and initiatives that promote sustainable and inclusive travel.
- Support budgets and funding allocations for public and community transport schemes.
- Ensure value for money in service delivery, monitor expenditure, and support financial planning and reporting.
- Ensure effective communication and consultation to inform service improvements and respond to community needs.
- Monitor, evaluate, and report on service performance, taking action to address underperformance or operational issues.
- Implement quality assurance, safety, and accessibility standards across public and community transport services.
- Identify opportunities for service innovation, efficiency improvements, and enhanced passenger experience.
- Promote inclusive transport initiatives, sustainable travel options, and modern mobility solutions in line with strategic priorities.

**Main Activity Focus:**

| Planning and Policy                                                                                                                                                     | Funding, Grants and budget management                                                                                                                          |
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| <ul style="list-style-type: none"><li>• Support the development, review, and implementation of transport policies that improve accessibility, efficiency, and</li></ul> | <ul style="list-style-type: none"><li>• Support the preparation of funding proposals, administer grants, and ensure cost-effective use of resources.</li></ul> |

sustainability of public and community transport services.

- Align transport programs with broader urban planning, social inclusion, and environmental objectives.
- Liaise with local authorities, transport operators, community organizations, and advocacy groups.
- Facilitate consultations, partnerships, and community engagement initiatives to inform service planning and improvements

### **Supplementary Accountabilities**

- To provide guidance to elected members enabling them to take strategic planning decisions in line with relevant legislation and the direction of the Council's Highways and Transport Strategy.
- To be a technical officer on all aspects of public and community transport.
- To be commercially aware and recognise the impacts of your day to day work in unlocking and supporting development.
- Embed and maintain rigour of key service performance indicators and key outputs which exceed national and local targets.
- To respond to queries from internal or external sources regarding public and community transport.
- To promote the Council's policies and procedures for good records management; ensure that all information related to the post and functional responsibilities is created, maintained, stored and retrieved in accordance with the Councils procedures and policies and legislative requirements

### **Knowledge & Experience**

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge of local authority transport planning, public transport operations, and community transport schemes.
- Understanding of relevant legislation, statutory obligations, and accessibility standards.
- Awareness of sustainable transport initiatives, active travel strategies, and integration with broader local planning objectives.
- Familiarity with local public and community transport service delivery, including route planning, scheduling, and fleet management.
- Understanding performance management frameworks and service quality standards applicable in a local government context.

- Knowledge of effective engagement with councillors, local residents, transport operators, community groups, and voluntary organizations.
- Awareness of social inclusion, accessibility, and equity considerations in transport provision.
- Knowledge of council budget management, funding allocations, grant administration, and value-for-money principles.
- Awareness of digital solutions and data-driven tools for transport planning, monitoring, and community service delivery
- Experience delivering public and community transport services within a local authority or public sector context.
- Proven track record in planning, implementing, and improving transport services for diverse local communities.
- Experience collaborating with elected members, council officers, local residents, community groups, and voluntary sector organizations.
- Demonstrated ability to conduct consultations and incorporate feedback to improve transport accessibility and service relevance.
- Experience providing specialist advice to senior council officers, committees, and elected members.
- Experience analyzing transport data, service performance, and community needs to inform policy and operational decisions.
- Ability to prepare reports, briefings, and recommendations for committees or strategic planning purposes.

### **Qualifications**

- Degree in Transport Planning or similar relevant subject matter and extensive experience.
- The job requires continual professional development to ensure an awareness of the development of new professional and industry practices and to maintain competence.
- Ability to make site visits and attend meetings across the Borough.

### **Desirable**

- Ability to drive.

### **Decision Making**

- The post-holder will need to be able to prioritise the workload of themselves and others to react to incidents and events in challenging circumstances. Decisions may have to be taken rapidly and can be of major direct impact to public and employee safety; road network availability; usage; congestion and budget.
- Decisions on a broad range of complex issues are required on a daily basis, including the application of engineering skill and judgement in the proposal and evaluation of solutions to challenging engineering problems affecting the whole-life cost; safety and performance of assets.
- Negotiating; agreeing and prioritising budgets; identifying schemes, securing Business Case approval; monitoring progress and adjusting resources or priorities to meet goals.
- Prepare advice and recommendations for Council policy and working practices on public and community transport.

### **Creativity and Innovation**

- The post holder is required to seek through their own initiative and creativity, workable solutions to multi-faceted and complex problems and produce innovative and creative ways of managing often unique highway infrastructure assets. In addition, tight deadlines and limited resources often prompt creativity and innovation within the bounds of accepted good practice.
- The role requires continual professional development to ensure an awareness of the development of new professional and industry practices.
- The role requires creative thought and planning to respond to changing Council and National priorities and Legislation to be able to provide advice and actively promote compliance.
- The need to be innovative and creative is important to drive continuous development and produce efficiencies and better ways of working

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| <u><b>Job Scope</b></u><br><br><b>Number and types of jobs managed</b><br>None | <b>Budget Holder:</b><br><br><b>Responsibility</b><br><br><b>Asset Responsibility:</b> | No<br><br><br><br>Various operational assets and equipment |
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### **Contacts and Relationships**

The Postholder will work in a collaborative manner with Members, Corporate Boards, other directorates, external and internal stakeholders, community members and other bodies that interact with this role to deliver solutions led positive outcomes.

### **Other key requirements of the role**

The post holder will:

- be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution.
- be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.
- Team player capable of influencing and working within cross-functional teams at all levels
- Ability to make site visits throughout the Borough and attend meetings outside the Borough

### Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

