

Job Description



Job Title: Sustainable Transport Support Officer	Service Area: Highways & Sustainable Transport	
Directorate: Environment & Sustainable Transport	Post Number: 10023497	Evaluation number: 6528
Grade: SO2	Date last updated: June 2022	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To develop, promote and support the delivery of active and sustainable transport policies and interventions, through the enabling and encouragement of walking, cycling and other zero-emission trips, in accordance with the London Mayor's Transport Strategy, the Borough Local Implementation Plan and other related Council strategies in order to deliver Corporate priorities regarding sustainable transport, air quality and public health.

To help induce behavioural change by increasing public awareness of, and effecting a change in public attitude to walking, cycling and zero emission trips.

To organise behavioural change events and campaigns in order to publicise the sustainable travel opportunities offered by Newham and the health and other advantages of travelling sustainably.

To organise data collection and to collate and maintain the Council's highways and sustainable transport survey data so that existing data can be identified and readily available for wider H&ST use.

To lead on the identification of specific target groups in need of bespoke support and assistance to encourage them to travel sustainably, including tackling cultural issues and barriers and cycling skills.

Job Context

1. The post-holder reports to the Senior Project Manager for Traffic Management and Safety.
2. The post-holder has no line management responsibility.
3. The post-holder has no direct budget responsibility but will be responsible for monitoring and reporting on their own project and programme expenditure within the wider H & ST programme.
4. The post-holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- To be a member of the Traffic Management and Safety Team.
- To help to develop the sustainable transport, walking and cycling strategies for the Borough, and provide support to the Sustainable Transport and Senior Policy Officers on these tasks as required.
- To develop schemes and programmes that enable and encourage active and sustainable transport in the Borough.
- To develop schemes and programmes that support zero-emission travel and help to address poor air quality in the Borough.
- To develop and co-ordinate support for major attractors of trips through creating and implementing School Travel Plans (STP's), creating and implementing Travel Plans for other significant attractors of trips, such as places of employment and places of worship.
- To develop and implement promotional material, publicity and organise events in accordance with the strategies for active travel and for behavioural change, including targeted events and activities for schools.

- To assist the Sustainable Transport and Senior Policy Officers with the development of the annual Sustainable Modes of Travel Strategy (SMoTS) for Borough schools to:
 - a) To assess the school travel needs of Newham.
 - b) To assess the facilities and services for sustainable modes of travel to, from and within Newham.
 - c) To provide strategy to promote the use of sustainable modes of travel to meet the school travel needs of Newham.
- To liaise with other departments and establish links with outside agencies to help coordinate the borough's approach to e-scooter and other micro-mobility modes. Also, to assist the Sustainable Transport and Senior Policy Officers with the development of a strategy or policy for these in the Borough.
- To assist the Travel Plan Obligations Officer in the Planning Policy Team to develop and implement a sustainable transport plan for the Council encompassing both journey to work and other operational Council activities.
- To be involved with liaison with TfL over Legible London implementation, and to manage the installation and refresh of Legible London infrastructure across the Borough, including the maintenance of a Borough inventory.
- To liaise with other departments and establish links with outside agencies to identify key areas that would improve active, sustainable and zero-emission travel within the borough.
- To input to and prepare reports on project and initiatives in their charge, including briefing papers, decision reports and other approvals as required.
- To work with the corporate communications team with messaging on the sustainable, active and zero-emission travel and the publicising of events.
- To help maintain and manage the Council's web pages on active, sustainable and zero-emission travel.
- To work with schools and other sites that have a travel plan in place (in conjunction with the Travel Plan Obligations Officer), helping them to write reviews and update their travel plans on a yearly basis.
- To provide sustainable and active travel observations on planning applications and other proposals as appropriate.
- To help to identify potential funding sources that could assist with the delivery of sustainable transport interventions and to assist with the preparation of bid submissions.
- To maintain a working knowledge of legislation and policy initiatives in the area of active and sustainable transport.

- To help review and improve existing monitoring and evaluation procedures and develop ways to accurately record and determine progress made by schools and other sites in implementing Travel Plans, and by schools and residents undertaking cycle training.
- To liaise with other officers and external bodies in co-ordinating and monitoring the installation of cycle parking including the administration of residents requests.
- To help manage the Bike Hire provision in the Borough and to determine the appropriate distribution of social benefits offered by the bike hire partners.
- To provide input on sustainability and active travel safety into the wider Borough road safety strategy.
- To deal sensitively and positively with correspondence and telephone calls on a wide variety of sustainable transport issues.
- To develop the full range of professional skills and knowledge to satisfy the requirement of the post.
- To assist with Councils Safety Education, Training & Publicity programmes and events.
- Such other duties within competence of the post holder, which may be reasonably required from time to time.

Personal Specification



Job Title: Sustainable Transport Support Officer	Service Area: Highways & Sustainable Transport	
Directorate: Environment & Sustainable Transport	Post Number: 10023497	Evaluation number:
Grade: PO1	Date last updated: June 2022	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be short listed. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE & ABILITY</p> <p>Knowledge and understanding of road safety issues in the area of sustainable transport</p> <p>Knowledge and understanding of sustainable transport including school travel plans, cycle training and associated facilities</p> <p>Knowledge of the requirements of relevant Health and Safety legislation.</p> <p>A confident, clear and effective communicator with the ability to adjust their communication both orally and in writing to a variety of people including children.</p> <p>Ability to understand and respond effectively to enquiries and correspondence from schools, the public and other organisations.</p> <p>Ability to produce cogent written reports and letters formed by collated, analysed and interpreted data.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

Ability to work effectively on own initiative within defined parameters/deadlines.	Application Form/Interview
Ability to use IT and familiar Microsoft Office software programs and other specialist transport software as appropriate.	Application Form/Interview

QUALIFICATIONS:	
Full current UK driving licence or other driving licence valid on UK roads	Application Form/Driving Licence
To be a member of, or to be eligible for, or to be studying in order to gain entry into a relevant institution	Application Form/Interview
CRB / DBS	
Standard CRB check is required.	Application Form/Interview

Experience of administration work	Application Form/Interview
Experience of analysing problems and identifying solutions	Application Form/Interview
Experience of working in the road safety or safety education areas	Application Form/Interview
Experience of undertaking public consultation and working with schools and educational establishments	Application Form/Interview
Experience of technical skills associated with the relevant service area	Application Form/Interview
Experience of planning and co-ordinating service delivery.	Application Form/Interview
Experience of interpreting guidelines and implementing best practice to develop and enhance service delivery.	Application Form/Interview
Experience of promoting and/or marketing sustainable transport issues.	Application Form/Interview
Experience of developing good working relationships with a wide range of internal and external bodies and customers as part of developing effective service delivery	Application Form/Interview
Experience in the preparation, writing and submission of reports	Application Form/Interview
Experience of the application of IT solutions in a relevant and changing environment	Application Form/Interview
SKILLS AND ABILITIES:	

A confident, clear and effective communicator with the ability to adjust communication style to meet the needs of different audiences	Application Form/Interview
Ability to listen, understand and respond effectively to enquiries and correspondence from schools, the public and other organisations	Application Form/Interview
Ability to produce cogent written reports and letters	Application Form/Interview
Ability to collate, analyse and interpret data	Application Form/Interview
Ability to keep to deadlines and to prioritise effectively	Application Form/Interview
Ability to work effectively on own initiative within defined parameters Literate and numerate to a level sufficient to produce high quality written documents and undertake statistical and financial analysis	Application Form/Interview
Ability to give accurate and up to date technical and professional advice both within and outside the group	Application Form/Interview
Ability to keep abreast of the latest professional developments and innovations	Application Form/Interview
Ability to create a positive and professional image of the service through discussion and personal example	Application Form/Interview
Ability to ride a bicycle.	Application Form/Interview
Ability to contribute and work harmoniously in a team situation.	Application Form/Interview
Ability to contribute to projects on behalf of Traffic & Transportation	Application Form/Interview

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Committed to quality outputs</p> <p>Honest and possessing integrity</p> <p>Committed to the achievement of equal opportunities</p> <p>Flexible, adaptable and accepts change</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <p>Willingness/ability to work out of hours</p>	<p>Application Form/Interview</p>