

# JOB DESCRIPTION



## Infrastructure Audit Assistant

<b>Reports to:</b>	Highways Noticing Manager	
<b>Department:</b>	Infrastructure Audit team/Rotherham Interchange	
<b>Salary:</b>	£16,882 - £18,252 per annum	<b>Grade:</b> 2
<b>Closing Date:</b>	Tuesday 5 March 2019 at 5.00 pm	
<b>Interview Date:</b>	Monday 18 March 2019	

### Job Purpose

Collect, collate and present contract performance data to the Highways Noticing Manager ensuring services and standards required by SYPTE are achieved in order to deliver exceptional operating standards and excellent customer service.

### Organisational Chart



## Dimensions

Assist the Highways Noticing Manager, in the daily auditing and compliance with on street service delivery contracts.

- 7800 bus stops, 3400 bus shelters
- Asset profile verification
- Carry out qualitative & quantitative auditing / surveying of On-street infrastructure

## General Responsibilities

- SYPTE's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- SYPTE is fully committed to the active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek to ensure the practical application of this policy.
- Under the Health and Safety at Work Act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.
- SYPTE and its Managers are fully committed to the learning and development of employees.

## Responsibilities/Key Accountabilities

1. Collect, collate and present contract performance data ensuring services and standards required are achieved in order to support SYPTE's corporate and departmental objectives.
2. Operate the highways noticing software applications, continually monitoring the accuracy and integration of such systems to maximise their efficiency.
3. Produce and submit highways permits and notices ensuring deadlines are achieved in order to comply with current Streetworks legislation.
4. Conduct performance monitoring in order that continual improvements in services are achieved to support SYPTE's corporate and departmental objectives.
5. Verify that all activities of contractors comply with current Health and Safety legislation in order to ensure safe working practises are adhered to.

6. Record the performance of all contractors against agreed criteria for the day to day delivery of the on-street infrastructure contracts in order to ensure contract compliance.
7. Investigate all customer comments and complaints and promote operational performance to the public, recommending appropriate action to remedy situations in order to maximise customer satisfaction.
8. Undertake any other responsibilities commensurate with the post that the Highways Noticing Manager may require.

### **Planning and Organisation:**

- Organise daily work patterns so that agreed performance targets are met.
- Produce reports on request and within agreed timescales, of performance against agreed targets and objectives, both on a routine and ad-hoc basis.
- Provide timely performance data in agreed formats to the Highways Noticing Manager.
- Ensure that all necessary works are actioned within agreed timescales using the appropriate technology.
- Contribute to team working in the Infrastructure Audit team and liaise with others to continuously improve cross-functional efficiency.

### **Decision Making and Use of Judgement**

- Make day to day recommendations on operational matters relating to the on-street infrastructure associated contracts.
- Make recommendations to the On-street Infrastructure team on identified repairs or improvement works.
- Actively contribute to decision making as part of the Infrastructure function

### **Essential Internal and External Relationships**

- Collaborative working with other members of the Facilities & Infrastructure Section and other members of the Customer Services Team.
- Team working with other members of SYPTE employees in cross functional working groups.

- Timely and effective communication with members of the public and other personnel, for example officers of local authorities & South Yorkshire Police.
- Liaising with contract suppliers in line with Stakeholder consultation and contact management.

**Person Specification – essential (E) & desirable (D)  
(How identified – application form (A) & interview (I))**

<b>Knowledge</b>	<b>E/D</b>	<b>A/I</b>
4 GSCE's (A to C) including English & Maths or equivalent	E	A
Geographical knowledge of South Yorkshire	E	A
Working knowledge of Health & Safety	E	A/I
Knowledge of Windows based software applications	E	A/I

<b>Skills</b>	<b>E/D</b>	<b>A/I</b>
Computer literacy skills – <i>Performs basic tasks in the operating system environment</i>	E	A/I
Analytical and numeric skills – <i>Collects and manipulates data</i>	E	I
Administration skills – <i>Users core systems</i>	E	I
Clear voice and excellent verbal communication skills	E	I
Ability and understanding of how to apply tact, diplomacy and confidentiality at all times when dealing with customers	E	I
Valid (for driving in the UK) Driving Licence	E	A
Problem solving skills	D	I

<b>Behavioural Competencies</b>	<b>E/D</b>	<b>A/I</b>
<u>Living our Values:</u>		
Customer & Stakeholder Driven – <i>Responds positively to</i>	E	I

<i>customer/stakeholder requests</i>		
<i>Team Working – Cooperates; a good team player</i>	<b>E</b>	<b>AI</b>
<i>Integrity &amp; Respect – Behaves consistently within own stated values and beliefs</i>	<b>E</b>	<b>I</b>
<i>Achieving &amp; Challenging – Committed to doing a good job</i>	<b>E</b>	<b>I</b>
<u>Delivering With &amp; Through Others:</u>		
<i>Flexible &amp; Adaptable – Accepts need for flexibility and adaptability</i>	<b>E</b>	<b>I</b>

<b>Experience</b>	<b>E/D</b>	<b>AI</b>
Experience of dealing with contractors	<b>E</b>	<b>AI</b>
Experience of safe-guarding assets	<b>E</b>	<b>AI</b>
Previous asset supervisory management experience	<b>D</b>	<b>I</b>

<b>Post Holder</b>	<b>Line Manager</b>
<b>Agreed by:</b>	<b>Agreed by:</b>
<b>Signature:</b>	<b>Signature:</b>
<b>Date:</b>	<b>Date:</b>