

## Job Description

### Transport and Sustainable Travel Coordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury with travel to the Medway Campus
<b>Responsible to:</b>	Transport and Sustainable Travel Manager
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

This role exists to coordinate the operational delivery of all transport and sustainable travel related initiatives which may be implemented by the University at any given time. Working with the Transport and Sustainable Travel Manager to develop Travel Plans and to deliver associated actions within the remit of the team. This will involve liaison with multiple stakeholders within the University as well as external transport providers.

The role holder will be the main point of escalation for all transport and travel related enquiries and complaints, personally dealing with those that cannot be answered by the customer services team, escalating more complex issues to the Transport and Sustainable Travel Manager where appropriate.

They will be responsible for all administration associated with Transport and Sustainable Travel ensuring that records are kept in accordance with agreed procedures and data protection legislation. They should keep abreast of developments within the transport sector as it pertains to university business and effectively communication changes in process or procedures to customer service colleagues and the wider directorate and University as necessary.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Coordinate the operational delivery of all Transport and Sustainable Travel initiatives at the University including bus services, campus shuttle, vehicle fleet management, coach and minibus hire and other developing initiatives (e.g. EV charging points, Traffic Management training and Car Clubs).
- Act as a point of contact for enquiries and complaints, including non-routine or complex queries, employing a range of communication techniques to ensure understanding and provide clear responses.
- Engage and coordinate with partners, staff, students and associates to provide specialist travel and traffic management knowledge, skills and information to support University business.
- Produce surveys and analyse data that monitors travel patterns and behaviours to assist with the development of the University Travel Plans and monitor if they are efficient & if an effective sustainable travel choice is being provided.
- To develop and coordinate transport and travel communications and marketing campaigns, in accordance with University branding and associated procedures whilst ensuring it is up to date and relevant.
- Design, write and review transport and travel webpages; checking all pages meet University brand, style guidelines and accessibility standards before the site is made live.
- Review and update the Travel Plans and develop travel solutions with the Transport and Sustainable Travel Manager.

- Maintain and update transport related records, ensuring sensitive data is handled in accordance with University guidelines and GDPR.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Connecting with managers and their authorised university fleet and grey fleet drivers; encouraging timely completion of documentation to meet regulatory requirements and implementing agreed actions when deadlines are not met.
- Ensuring that lease vehicles are serviced, MOTs completed, maintained and new vehicles are provided in time; whilst ensuring university business is not impacted with any delays or without essential service vehicles during busy periods.
- The demands of this role are varied and require a significant amount of flexibility and the ability to handle multiple competing demands, effectively prioritising workload and using sound judgement to escalate issues as appropriate.
- Engaging with our cohort of travellers (e.g. Students, staff, visitors) is a key component of this role, be it through our website, communications via multiple media streams or in person at the Security and Transport centre. The role holder will need to be able to communicate effectively with individuals of varying types and levels in a calm professional manner, effectively dealing with or escalating complaints as appropriate.

## Facts & figures

The team give advice via email, telephone and social media to staff, students and visitors around travel arrangements (including parking), travel disruption, vehicle fleet, sustainable travel options and travel discounts available through the University. They operate the University travel plans and deal with the operation of over 2,000 parking bays across our campuses as Approved Operators of the British Parking Association.

## Internal & external relationships

**Internal:** All members of staff and students to provide support with their journey planning. Partnership and collaborative working with teams from Corporate Communications, Campus Security, Health & Safety, Environmental Sustainability, Procurement, Information Services, other Campus Services, Staff and Student Advisors.

**External:** Software providers, local bus company providers, coach companies that are within the framework, cycle shops and cycling facilities, contracted travel providers, LiftShare, Canterbury Bike Project, Kent and GK student unions, tenants and associates.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- GCSE Maths & English (grade C/4 or above) or equivalent and educated to A level standard (or above) or equivalent(A)
- Experience of working with internal and external providers effectively to build excellent relationships and ensure the delivery of high-quality services (A, I)
- Excellent communication skills (written and verbal) and the ability to deal confidently and diplomatically with a range of people at all levels, modifying your approach when necessary (I)
- Experience and/or ability to develop surveys, analyse the information and produce meaningful reports with support, guidance and training (A, T)
- Experience of working in a busy environment with the ability to respond positively to changing activities and priorities including unexpected situations (A, I)
- Ability to develop ideas for marketing campaigns to encourage behaviour change with the ability to interpret information to write simple, focused and professional newsletters and/or blogs and knowledge and experience of using social media (A, I, T)
- Be approachable, professional and remain effective when dealing with conflict (I)
- A proven track record in effective administration, and delivering improvements including interpreting and adapting working procedures with experience in writing procedures/guidelines to be used by others to deliver high quality standards and high levels of accuracy and attention to detail (A, I, T)
- Excellent time management, prioritisation and organisational skills with the ability to manage own workload to meet deadlines under pressure (A, I, T)
- Proven ability to work effectively as part of a team as well as independently, with a pro-active approach to problem solving and the ability to offer considered and informed solutions (A, I)
- Have an understanding of the importance of web design and willingness to learn if not experienced to develop webpages (A, I)
- Excellent IT skills particularly MS Office packages, the ability to learn systems quickly and design simple Excel databases (A, I, T)
- Willingness to undertake training and professional accreditation (I)
- Knowledge of GDPR or willingness to learn (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive. (I)

### Desirable Criteria:

- Educated to relevant degree/professional qualification (e.g. transport planning) or equivalent significant working experience in transport or travel (A)
- Formal IT qualification (A)
- Experience of using social media platforms such as Hootsuite to programme and monitor social media activity (I)
- To have developed and maintained webpages. (A, I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*