

Post Title: Bus Station Supervisor

Location: Crewe Bus Station

Reporting to: Accessibility & Projects Manager

Role Purpose: To ensure a safe and secure operational environment for members of the public, passengers, staff, contractors, bus operators & visitors during ongoing construction and development works. The postholder will co-ordinate, monitor and report activities that take place at the bus station, ensuring that the safety and customer service needs of passengers are met. Working flexibly, the postholder will ensure that the bus station is fit for use and that all statutory obligations are being met in accordance with the Bus Station Conditions of Use.

Responsibilities:

1. Deliver a smart, friendly, visible, high profile presence to all bus operators and bus station users throughout hours of duty to maintain operator and passenger confidence.
2. Undertake daily health and safety inspections of the site, ensuring that premises are fit for purpose and safe at all times and ensure construction works do not impact on the bus station operations. Report any concerns or defects to Accessibility & Projects Manager for immediate attention.
3. Manage traffic on the bus station and actively monitor all aspects of bus operation activity ensuring the smooth flow of buses through the station and correct use of allocated stands and layover areas.
4. Day to day liaison with Bus Drivers and Bus Inspectors to ensure smooth operation of the bus station and bus service reliability.
5. Monitor, record and address where necessary any issues of concern with the condition of the facility, unsafe actions of bus drivers, contractors or customers.
6. Monitor the cleanliness of the station, including graffiti and fly-posting, reporting any instances requiring urgent / immediate action.
7. Monitor the need for repairs to pedestrian surfaces and running surfaces, reporting any instances requiring maintenance action.
8. Act in the role of 'first responder' in incident management, where this may be necessary prior to the arrival of emergency services or operators' support personnel.
9. Ensure information on public transport is on display and to agreed standards and proactively provide passenger information upon request, delivering a high standard of customer service.
10. Be proactive in identifying changes to improve the interface and service to our customers and assist with enquiries and complaints in connection with the operation of the bus station.
11. Report any misuse of the facility or property and assist Local Police and the company with any matters arising on the bus station.
12. Monitor reliability, punctuality and presentation of supported and commercial bus services using the bus station where necessary and reporting this when requested

General:

- To carry out their work with reasonable care for the health and safety of themselves and others.
- To participate in any learning and development activity required to effectively carry out the duties of the role and to participate in the Performance Development Plan process.
- To comply with all policies and procedures.
- To promote equality and diversity in all aspects of the role.

Qualifications:

The qualifications below are not necessarily required in all cases, but indicate the level of intellect required to perform the duties of the post)

- Educated to GCSE or O level or equivalent qualification
- Holder of a relevant transport based educational qualification is desirable but not essential
- Appropriate health and safety certification (IOSH) is desirable but not essential

Competencies:

- Corporate Governance
- Working with People
- Living the Values
- Delivering Results and Meeting Expectations
- Creating and Innovating

Skills/Knowledge/Experience:**Essential**

- Good standard of numeracy and literacy
- Excellent interpersonal and communication skills
- High level customer service skills
- Good organisational skills with the ability to follow/give instructions to achieve results
- Ability to work positively with the general public and work under pressure
- Be self-motivated with good attention to detail
- Basic I.T. skills, including Microsoft Word and Outlook

Desirable

- Relevant experience in the passenger transport industry or public service environment
- Ability to read and interpret Public Transport Information, especially a good understanding of timetables
- Knowledge of public transport networks in Cheshire East
- Health and Safety knowledge
- PCV license or full UK driving license
- First Aid training/knowledge