

Role Profile

EJR004823

Job Title:	Monitoring Officer (Travel Plans)	Grade:	7
Department:	Transport Projects and Policy, Built Environment	Post no:	
Directorate:	Housing and Regeneration	Location:	Perceval House

Role reports to:	Principal and Senior WestTrans Co-ordinators
Direct Reports:	
Indirect Reports:	WL Boroughs
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

- To work with boroughs, businesses and developers across West London to reduce congestion and improve air quality by ensuring compliance of Travel Plan obligations through robust monitoring and enforcement.

KEY ACCOUNTABILITIES:

- Monitoring the implementation of travel plans in West London
- Be responsible for collecting travel plan monitoring data in a timely manner
- Ensure that monitoring is conducted in line with West London Travel Plan Monitoring Protocol
- Liaise with all West London Boroughs to ensure iTRACE is kept up to date
- Assist and advise applicants, their agents and Development Control Officers as necessary to ensure that Travel Plans meet the approved TfL/ West London Borough standard, so that Planning Conditions can be discharged and Planning Obligations are complied with
- Review Travel Plans to ensure they meet the approved TfL/ West London Borough standard
- Co-ordinate the distribution of reminder letters with applicants /agents/ Development Control Officers
- Liaise with TRAVL consultants to ensure surveys are carried out as required
- Track Development Control Travel Plans through the Planning process
- Develop internal (borough specific) agreements for the transfer of information through agreed processes
- Aid the delivery of Travel Plan training to Borough Officers

Project Management

- To support project work as directed.
- To provide up-to-date monitoring reports to stakeholders (Boroughs, businesses, organisations)

Stay abreast of sustainable transport issues and policies

- Read relevant publications and guidance and brief senior officers accordingly

Service support and development

- Support WestTrans travel plan activities
- Draft, prepare and circulate documents (meeting notes, agendas and reports, notices, memos) where appropriate to role
- Respond to communications (enquiries, requests, complaints, letters, applications) within defined timescales to provide customer satisfaction
- Co-ordinate, collect and maintain records and manage data

KEY PERFORMANCE INDICATORS:

- Meeting targets within personal action plans
- Contributing to successful delivery of service objectives and the team plan

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- WestTrans Co-ordinators
- West London Boroughs
- Transport for London
- West London Business
- Consultants
- Developers

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- NA

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of current sustainable transport issues
- Effective written and spoken communication and negotiation skills.
- Effective presentation skills.
- Excellent organisational skills.
- Ability to manage and prioritise own workload to meet specified deadlines and targets.
- Ability to work without constant supervision
- Knowledge of planning law and processes is desirable, in particular planning obligations and enforcement

Willingness to undertake training which may include study outside of work hours

ESSENTIAL EXPERIENCE:

- Experience of working within a team
- Experience of data management and analysis
- Experience of report writing and undertaking effective presentations
- Current experience of using computer software e.g. extensive use of word processing, spreadsheets/databases and presentation software
- Proven negotiation skills

ESSENTIAL QUALIFICATION (S):

'A level standard in relevant subjects (eg Geography, Communication Studies, Environmental Management, Mathematics)
or equivalent relevant experience'

Knowledge of Local Authority structures

Competency levels

The list below states the level needed in each competency for effective performance in a role.

1. Role requires a generally low level of competence. It may only require an **awareness of this competency**, or may provide experience to operate at a higher level.
2. Role requires a moderate level of competence, the ability to **cope with standard problems/common situations**, and competence at day-to-day application.
3. Role requires a high level of competence, the ability to **cope with unusual/non-standard problems and issues, and awareness of alternative options** and approaches to situations. Requires ability to guide or advise others in this area and is able to look ahead and anticipate future needs.
4. Role requires an exceptional level of competence and advanced application. Requires ability **to develop innovative approaches, stretch others' thinking and challenge them to excel** by setting exceptional standards.

Results focus: Sets and delivers stretching targets, in line with the Corporate Plan & Priorities and with Ealing's standards and procedures; seeks and takes responsibility for enhancing performance; does what is necessary to achieve the required output, rather than just performing a set of tasks. **Level 3**

Customer focus: Actively seeks to identify, understand and give priority to meeting customer needs. Acts in accordance with the needs of customers (external or internal), partners and the wider community. **Level 3**

Job expertise: Has the necessary technical and professional knowledge and expertise, and uses it effectively. The areas of job expertise required vary significantly between services and between roles. The areas required in any specific role must be discussed with individuals. **Level 3**

Communication: Uses clear language that can be understood by mixed audiences. Communicates effectively (speaking, listening, in writing and when presenting), as required. **Level 3**

Change orientation: Looks for and proposes ways to improve service and will, if necessary, challenge the status quo to produce improvement. Shows initiative, and adapts to change requirements, by continually striving to improve processes, activities, and own performance. **Level 3**

Managing self: Effectively organises self and projects as required, using Ealing systems, processes and policies. Can describe own strengths, development needs, impact and approach. Takes personal responsibility for own role and own development as a result. **Level 4**

Working in teams: Co-operates with others, by working together, supporting and influencing colleagues, and being a part of a range of teams as appropriate. Shares information with colleagues and partners to enable them to carry out their roles more effectively. **Level 3**