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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE Assistant Road Safety Officer - SCP | **POST NUMBER:**  |
| **REPORTS TO**  | Senior Road Safety Officer  |
| **DEPARTMENT:** Sustainable Transport | **GRADE**: 8 |
| **JE REF:** |  0018 | PANEL DATE: | 17/03/2020 |
| **1.** | **MAIN PURPOSE OF JOB**To manage, coordinate and deliver the School Crossing Patrol (SCP) service in York in accordance to Road Traffic Law, CYC Policy & Road Safety GB (RSGB) guidelines. To cover the coordination & delivery of pedestrian and cycle training service to children & adults in accordance with Bikeability, National Cycling Standards and City of York Council Pedestrian Training Standards. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Management responsibility for School Crossing Patrol Staff (SCP). Cover responsibility for Road Safety Trainers Instructors, when their Manager is working “on site” across the city and not able to respond as required.  |
|  | ii | The first line of contact for all enquiries (including sickness and absences) for staff, schools, elected members & members of the public. Ensuring that staff are aware of the procedures. Monitor and take action concerning staff issues in line with Council HR procedures. Regularly provide feedback to line Manager on the quality of the service with ideas on how improvements can be made. |
|  | iii | Manage cover of absent patrols, including close liaison with the schools/ head teachers. Allocate Road Safety Instructors to cover training roles, including Bikeability and Pedestrian Training at Primary & Secondary. If needed perform the role of SCP or Road Safety Instructor. |
|  | iv | Be responsible for the recruitment of new SCP. Keep up to date staff records for Patrollers, including DBS checks etc. |
|  | v | Supervise the weekly required changes to Road Safety training timetable. This includes managing the complexity of the delivery of different levels of Bikeablity at both Primary & Secondary school. This will need contact with Instructors, Schools and for level 3 Bikeability, parents. |
|  | vi | Annually create or update site specific risk assessments for both SCP, Bikeability & Pedestrian training on road sites. This includes visiting each SCP on site, at least every school term (3 times per annum), and ensure that all risk assessments are relevant for the circumstances and flows of traffic v pedestrians in an “on road” situation. Including lone working policy noting which staff this is applicable to. Recommend improvements where possible and ensure any infrastructure issues, such as faulty lights are reported via the correct procedures. |
|  | vii | Represent the Service to schools, parents and public and outside bodies of all ages, groups & backgrounds. Within the Service area take responsibility for maintaining effective communication with staff, service users, councillors, partners and stakeholders. Take a strategic role in managing conflict, which can occurs with Schools; parents; members of the public, in terms of role, hours and location of SCP staff, ensuring any conflict is handled in a calm & responsive way. Analyse feedback from service users on the quality of SCP service and adapt as required, sharing best practice. Creating reports when needed on the subject of SCP for Elected Members, and Council Decisions, with support of the Road Safety Officer. |
|  | viii | Evaluate and survey locations where a request for SCP service has been made or where a change to the infrastructure or post holder means the service needs to be reviewed and report the outcomes back to the public and Elected Members, as needed. |
|  | ix | Keep staff records up to date. Advise as necessary HR and Wages, on unique and unusual circumstances, which can arise with SCP’s attendance management (working split shifts at specific locations) |
|  | ix | Ensure that SCPs working hours are correct for the location as School hours change and manage paper time sheets when overtime is done. Authorising of timesheets for agency staff electronically.Support dispersed staff, with concerns, such as wages or other enquiry’s which includes facilitating and using computer and internet on behalf of staff who do not require to have these skills for their roles. |
|  | xi | Keep records on staff uniform and equipment, which must comply with British Standard EN 471:2003 class 3. Ensure staff have adequate equipment, resources & PPE for their role so that they can carry out their work efficiently. Meeting with suppliers as uniform and equipment is part of a niche market, not available on the preferred supplier list (due to limited number ordered per annum) ensuring quality and value for money on behalf of the Council. Ordering as required.  |
|  | xii | Regular delivery/collection of SCP or Road Safety Instructor equipment to Schools across York. Both PPE and equipment (loan bikes, helmets, registers, risk assessments) |
|  | xiii | Liaise regularly with other council staff, particularly other road safety staff, school, engineers etc. Represent CYC and the service externally at National & Regional events. Work with external organisations, such as Police, Fire & other Road Safety bodies to promote the service & sustainable transport and where required co-ordinate publicity campaigns to highlight this area of work. |
|  | xiv | Implement any changes as informed by Road Safety GB best practice guidelines. Update staff handbooks as necessary insuring they reflect changes to working practices for example safe guarding GDPR and lone working. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number reporting.Direct: 20 School Crossing Patrollers (SCP), dispersed at location across the City.Direct Management is undertaken involving: * Full line management responsibility. Full Line Management responsibility including management of employee relations, absence issues and pay.

Indirect: 25 Road Safety Instructors, (RSI) dispersed at locations across the City – Day to day supervision of work.Indirect Management is undertaken involving:* Allocation of work load, setting priorities and checking of work, RSI.
* Ongoing monitoring & performance review of RSI skills and progression.
* Liaison with Primary & Secondary Schools and Parents (parental contact needed for delivery of L3 Bikeability) in relation to delivery of all Road Safety Training.
* Checking of site specific risk assessments.
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| **4.** | **CREATIVITY & INNOVATION**A high level of creativity and innovation is required to provide a customer centred School Crossing Patrol & Road Safety Training service. This includes * Creation & regular review of “on road” site specific risk assessments at staff work sites. Implementation of amendments to ensure the safety of staff and users of the service.
* Prepare plans & policy’s for a wide range of issues such as, child protection; poor weather, conflict issues (such as with drivers/parents) in line with Road Safety GB guideline & council policy. Ensuring that the School Crossing Patroller Handbook is updated with amendments.
* Caring & counselling of staff, including the design and implementation of new ways to keep strong communication links and feedback between the team of remotely located staff.
* Creation of campaigns to attract new employees to the role of SCP.
* Production of PR coverage, while following Council guidelines to promote the SCP & Training Services. In a positive and professional way including such as, publicity around how the service enhances sustainable transport, healthy lifestyles, community champions etc.
* Employ new innovative ideas to attract funding for both Services; such as from local businesses, individual Schools or Parish Councils. Or from formal grant applications such as from the Office of the Police & Crime Commissioner (OPCC); the Department for Transport or other local and National bodies with an interest in supporting Road Safety.
* Research, design and implementation of new varied ideas for production of road safety presentations and schemes, adapting them to appropriate audiences, both adult and children.
* Plan, design and monitor Instructor Training courses, including new training techniques and solutions.
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| **5.** | CONTACTS & RELATIONSHIPSInternal* Senior Road Safety Officer – Daily contact on all aspects of the SCP and the Road Safety Training Service, to provide a high standard of delivery.
* Assistant Road Safety Officer (Instructor Team) - Daily contact, to liaise on issues and solutions to managing teams and work load.
* School Crossing Patrol Staff – Daily contact, assessing sites, checking work, solving problems providing advising & supporting on issues, including performance management. Will also include, resolution of conflicting situations that may arise to a member of the team, e.g. aggressive members of the public, when at a SCP site.
* Road Safety Instructors, daily contact, allocation of daily and weekly tasks, and short notice changes to timetables, Solving problems, providing support, providing advice; including the resolution of conflicting situations that may arise to a member of the team, e.g. aggressive members of the public, when at a Training Site.
* Other Council Officers, including Senior Managers, daily contact, working collaboratively on wider Council issues and work that involves an input on or from Road Safety or SCP, particularly colleagues in The Transport Team including ITravel, Transport Projects (Engineers).
* Elected Members, regular weekly contact, advising, providing information, responding to enquires on road safety, training or SCP topics and issues.
* Trade Union Representatives, occasional contact usually in relation to absence management, recruitment or service terms and conditions.
* Occasional lone working contact for both SCP & Road Safety Instructors, as needed.

External * Schools representatives/Teachers – Daily contact in relation to SCP service, or the delivery of Training.
* Children both Primary & Secondary – daily contact, when delivering SCP or Road Safety Training Services.
* Head Teachers – Regular contact in relation to SCP service or the delivery of Training. On occasions contact in relation to issues or conflict, which can be of a sensitive nature.
* Parents – direct weekly contact, especially in relation to booking Level 3 Bikeability Training.
* Other Service Customers regular daily or weekly contact with Members of the public & outside bodies, such as community groups & individuals of all ages, and backgrounds on SCP/Road Safety Training Issues & the promotion of sustainable forms of transport (cycling & walking)
* External Partners, including other Yorkshire & Humber Council Road Safety staff; Bikeability Trust; Police & Fire; National Road Safety GB; representatives - Monthly contact in relation to SCP, Training delivery & road safety.
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|  **6.** | DECISIONS – discretion & consequencesSubject to the statutory requirements, road traffic law, the Council’s policies, procedures & standards & the guidance given by Road Safety GB and Bikeability National Standards the post holder has discretion in the:* Regular assessment & documentation relating to visits to work locations to review safety of working sites for both staff & service users, this includes ensuring staff DBS (child protection) checks & site specific risk assessment are up to date annually.
* Regard for child protection and confidentiality whilst ensuring the care and safety of staff and members of the public who use the service. This includes the use of CYC staff warning register.
* Review & make decisions, on requested locations for possible new SCP service delivery sites. Including consultation with Road Safety Engineers, Police & Schools.
* Ordering, provision and compliance of SCP uniform & equiptment, which must be worn to comply with British Standard EN 471:2003 class 3.
* Making of instant, on site decisions, if needed to prevent injury to a member of staff or the public.
* Responsible for the planning of their own work, and others.
* Including budgetary spend for SCP service, with the approval of the Road Safety Officer.
* Assist in the assessment and agreement on the content of road safety educational initiatives or material to be delivered through schools and youth organisations.

The professional support provided by the jobholder enhances the reputation of CYC as a School Crossing Patrol & Road Safety Training provider, which has a positive impact on the welfare & health of children & other service users. The service helps to fulfil the wider Council objectives by promoting sustainable modes of travel, reducing congestion, & improving air quality & the health of the whole city.Most of funding for the Road Safety Training Team is from the external source, The Department of Transport (DfT) so reputational damage can be done if the service provided is not to the high level expected by DfT. Or if the conditions of the DfT Grant are not met. Mitigation of risk, involved in:-* Providing a crossing the road service at busy times, and at busy locations, like schools. Consequences could be an injured or fatal road traffic collision involving staff or a service user.
* Teaching children, on road cycling & pedestrian skills, consequence could be an injured or fatal road traffic collision involving staff or a service user.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value  * Bike maintenance equipment & resources, £5,000
* Cycling Certificates & badges and books, £8,000
* 2 x Brompton folding bikes £4,000
* 8 x Isla Bikes £3,500
* 3 x Frog Bikes £1,200
* 12 x Balance Bikes & specialist (small) helmets £2,000
* 4 x Starter bikes & specialist (small) helmets £600

1 x SCP Kiddie Sign £1701X SCP education pack (puppets & mini outfit) £300* Personal PPE provided to all SCP staff & Road Safety Instructors £3,000

Also must provide own, maintained bicycle for the purposes of cycle training. Must wear appropriate clothing. |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands:* Be prepared to use own car for travel within the City area. The vehicle must have a MOT (if over 3 years old) and have business insurance.
* When covering for staff either training or SCP, the post holder will be subject to the work demands, physical demands, work conditions and work context as described in job descriptions DPRSC010/015 School Crossing Patroller, & 1100CRA Road Safety Training Instructor.
* Meet payroll deadlines for timesheets etc
* Meet deadlines for responses to enquiries about the Service from Members of the Public; Councillors or Senior Officers.
* Assist the Road Safety Officer in meeting deadlines for reports, such as Decision Session Reports, when these require input in relation to SCP or Training team.

Physical demands:* Be able to travel around the city, in a variety of modes, including, walking, bicycle, car or van, sometimes at short notice, and sometimes with bulky equipment, such as training bikes or SCP equipment.
* Be able to pedal cycle competently, (to at least Bikeability L3 standard).
* Heavy manual lifting of boxes, bicycles or resources when transporting them to schools and teaching sites, occasionally this may involve stairs.
* Capable of concentrating for long periods to dynamically risk assess constantly changing learning environment whilst monitoring staff behaviour in “on road” situations.
* Flexibility of working hours to ensure you are contactable within SCP core hours (8:00- 9:00 and 15:00 -16:00) and that site visits to remote working staff can be made at SCP times, both early in the morning and afternoon.

**Working Conditions:** * Be prepared to work outside in all weather conditions, in “on road” situations.
* A regular need to site visit or work at a training site at short notice.
* Training, meetings and road safety events can take place in the day, evenings, and at weekends at locations all over the UK. Also includes unsociable hours.

Work context:* Will be working in an “on road” situation with members of the public: children & young people including those from disadvantaged and disempowered communities and will frequently encounter situations that have to be handled with tact and diplomacy.
* React professionally to a variety of situations with staff and the general public; including aggressive incidents involving Instructors/pupils; SCP’s such as threatening behaviour from the general public and road rage. Demonstrate customer care skills that include courteous and sympathetic manner, show empathy, tact, diplomacy and assertiveness for use as appropriate.
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| **9.** | KNOWLEDGE & SKILLSKnowledge* Demonstrate an in depth knowledge and understanding of road safety issues & SCP service provision, including evidence of experience in the delivery of SCP services and road safety training concepts, theory and practice. This must include knowledge & experience in understanding group dynamics.
* Must be able to evidence knowledge about Council Policies & Procedures
* The post holder will also have or be willing to obtain basic First Aid Certificate.
* Knowledge of risk assessments and health and safety procedures and codes of practice.
* Experience of training staff

 Skills* Must have a full (ideally clean) valid driving licence, giving permission to share this information.
* Must be able to cycle to the National Standard Level 3 and ideally be qualified (or prepared to train) to Bikeability (1st4sport) Instructor level 2.
* IT skills including Word, Excel, and Power point.
* Skilled in management of remotely located staff & people of all ages and backgrounds to form positive relationships to ensure motivation & self-esteem in the teams.
* Be able to manage emotional and sensitive issues when supporting staff.
* Good administration and organisational skills.
* Good communication skills, both written and oral (interpersonal skills).
* Skilled at retaining and developing positive relationships with a diverse range of people, from children & members of the public, to specialists such as Engineers, Elected Members & other external representatives such as Police & Fire Officers.

Develop knowledge of York, and York Schools, both Primary & Secondary**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of languageThis post requires the post holder to undertake an Enhanced – child workforce (with barred list) Criminal Record check via the Disclosure and Barring Service. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Senior Road Safety OfficerTHIS JOB Assistant RSO Instructor Team (ddttp905)Jobs reporting to this one Road Safety Instructors (ddttp910)Jobs reporting up to this one: School Crossing Patrols |