Travel and Transport Assistant
Directorate of Estates & Campus Services

Closing date: 11 December 2017
Interview date: 10 January 2017
Vacancy reference: 6222
INTRODUCTION

This role supports the Sustainable Travel and Transport Manager and is part of the Energy & Environmental section within the Directorate of Estates & Campus Services.

The role supports the University’s sustainable travel plan by providing practical assistance to achieve strategic targets and changing the University’s staff, student and visitor’s travel behaviour. In particular through patrolling, monitoring and controlling the use of car parks and cycle facilities at the University.

The post holder is required to work on any University site as circumstance dictates. It is anticipated that approximately 80% of working time will be spent outdoors. The remaining 20% will be office based.

Working both on your own and with others dependent upon demands, the role requires contact with students, staff and members of the public.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role

To assist the Sustainable Travel and Transport Manager in supporting the University's sustainable travel plan by providing practical assistance to achieve strategic targets and changing the University's staff, student and visitor's travel behaviour, in particular through patrolling, monitoring and controlling the use of car parks and cycle facilities at the University.

Key responsibilities

Cars

- Ensure parking terms and conditions are complied with by physically patrolling the University grounds and checking vehicles
- Issuing warning notices and Parking Charge Notices to vehicles where necessary
- Notify the Sustainable Travel and Transport Manager of any parking incidents, verbally and by email
- Provide parking advice to visitors and all users of car parks, while carrying out daily patrols and maintain appropriate associated records
- Give directions to visitors and all users of car parks
- Check and ensure signage and general condition of car parks, pathways, shrubbery is in good serviceable condition
- Plan car parking following information received from the Sustainable Travel and Transport Manager. This will involve marking out designated areas with signage, tape and cones, etc
- Provide statistical data, regarding car park usage
- Provide low-level security to car parks
- Routine upkeep of the pay and display machines and reporting of any associated maintenance issues
- Routine upkeep of all car park barriers and reporting of any associated maintenance issues
- Collection of money from the pay & display machines

Cycles

- Provide assistance at monthly Bike Doctor Sessions; duties for this include putting serial numbers on bicycles and completing associated forms
- Tag abandoned and/or inappropriately parked cycles on campus, coordinate their collection and update the appropriate associated records
- Carry out physical checks to ensure all cycle storage is kept in good condition
- Provide statistical data regarding cycle usage
- As directed by the Sustainable Travel and Transport Manager assist in the administration of the pool bike scheme and summer cycle storage.
- Assist with the provision of staff and student cycle training to the City of York Council standard and maintain records

Buses

- Carry out physical checks to ensure all bus stops are kept in good condition and report any problems to the Sustainable Travel and Transport Manager

Other Duties

- As directed, update information and signage relating to VIP and Coach parking
- Update the University's Twitter feed with details of daily vacant parking spaces

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to GCSE level, or equivalent</td>
<td>Essential</td>
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<tr>
<td>First Aid certificate</td>
<td>Desirable</td>
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<td>A current driving license</td>
<td>Desirable</td>
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<td>Bikeability trained</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
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<tr>
<td>Basic IT experience, including the ability to enter data on an Excel spreadsheet and to use email</td>
<td>Essential</td>
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<td>Experience of working in higher education</td>
<td>Desirable</td>
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<td>Understanding of parking legislation on private land</td>
<td>Desirable</td>
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<td>Understanding of POPLA (Parking on Private Land Appeal)’s process</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
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<tr>
<td>Excellent interpersonal skills, as role requires staff to come into contact with students, staff and members of the public</td>
<td>Essential</td>
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<td>Good communication skills (both written and oral)</td>
<td>Essential</td>
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<td>Problem solving skills, as well as tact and sensitivity when dealing with difficult situations</td>
<td>Essential</td>
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<td>Ability to work alone or with minimum supervision</td>
<td>Essential</td>
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<td>Ability to take notes regarding incidents found or occurring, in a manner that can be passed on to others for action</td>
<td>Essential</td>
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<td>Knowledge of radio operations</td>
<td>Desirable</td>
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<td>Ability to sync mobile camera pictures to a PC</td>
<td>Desirable</td>
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<td><strong>Experience</strong></td>
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<td>Ability to work to deadlines and respond quickly to instructions</td>
<td>Essential</td>
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<tr>
<td>Experience of working within a service industry/ environment</td>
<td>Desirable</td>
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<tr>
<td><strong>Personal attributes</strong></td>
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<td>Flexibility and adaptability to adapt to unexpected situations</td>
<td>Essential</td>
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<td>Willingness to learn and develop new skills</td>
<td>Desirable</td>
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<td>Ability to work as part of a team and from own initiative</td>
<td>Desirable</td>
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<tr>
<td><strong>Additional personal attributes</strong></td>
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<td>The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: DECS values</td>
<td></td>
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<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
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<td>Have strong team spirit and pride in your standard of work.</td>
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<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
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**Additional personal attributes**

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Have strong team spirit and pride in your standard of work. Essential

Value colleagues and support their commitment to behaviour that is consistent with DECS core values. Essential
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations**: Are responsible for the maintenance of the University’s Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development**: Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery**: Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management**: Oversee the allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services**: Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 6222
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 11 December 2017

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to [fiona.macey@york.ac.uk](mailto:fiona.macey@york.ac.uk)

If you have any questions about your application, contact the HR Services team:

- [recruitment@york.ac.uk](mailto:recruitment@york.ac.uk)
- +44 (0)1904 324835