

## **Job Description**

**Post Title:** Safer Travel Intern

**Directorate:** Network Resilience

**Reports to:** Security and Policing Manager

**Direct Reports:** 0

**Key Relationships:** Safer Travel Police Team, Transport Safety Officers, CCTV Control Room, and Network Resilience

### **Role Purpose**

The Safer Travel Intern will assist the Security and Policing Manager and wider Safer Travel Partnership in developing long term sustainable strategies to reduce all forms of Anti-Social Behaviour (ASB) on the public transport network. They will contribute to initiatives and projects which aim to directly reduce Anti-Social Behaviour and improve the passenger travelling experience.

### **Responsibilities**

- Gain a working knowledge of the ASB case management system (Safer Travel CRM) to assist colleagues with the investigation of reported incidents of ASB.
- Management of a specific areas ASB cases, this will be including everything from opening the case to collecting CCTV and issuing warning letters or penalties.
- Research and report back how to improve people's journeys, i.e. Safer Routes to Travel Project.
- Assist and support the CCTV and RTCC operatives with daily tasks and larger projects i.e. Specific Transport Related events.
- Training will be provided around CCTV surveillance needs which will allow you to work on traffic, security and emergency events that are controlled from our control room.
- Assemble and organise the documentation for the British Standards 7958 Audit and ISO 9001 accreditation.
- Contribute towards specific Safer Travel and Force wide campaigns i.e. Violence against women and girls working alongside the Education Officer.
- Contribute to the development of restorative justice or reparation initiatives.
- Assist in Passenger research work on ASB and Transport Safety Officer (TSO) presence and its consequent use to inform improvements in service.

- Support projects as required within the team, including undertaking research to ensure projects are progressed in a timely manner.
- Seek out new or better ways of working to improve how the Safer Travel Partnership delivers the Safer Travel Plan.

## Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			<b>Assessment Method</b>		
<b>Experience</b>	E	D	App*	Int**	Other***
Basic understanding of Safer Travel concepts		X	X	X	
Experience of Public Transport		X	X	X	
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other***
Ability to work independently	X		X	X	
Ability to work as part of a team	X		X	X	
Good Communication and interpersonal skills	X		X	X	X
Problem Solving Skills		X	X	X	X
Able to use own initiative	X		X		
Able to adapt and respond to changing requirements	X		X		
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other***
Studying for a degree or a degree holder (completed in the last 5 years)	X		X		

\* Application

\*\* Interview

\*\*\* Assessment Centre

## Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

<b>Value</b>	<b>Competency</b>	<b>Behaviour</b>
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

**Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role.

**Learning and Development**

To participate in and take responsibility for any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

**Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.