



# Role Profile

<b>Role:</b>	<b>Information Displays Officer</b>
<b>Directorate:</b>	Facilities Management
<b>Salary Band:</b>	Band 4
<b>Post reference:</b>	FM39
<b>Job Evaluation Ref &amp; Date:</b>	30.04.2025
<b>Role statement of purpose:</b>	To carry out repairs and maintenance to route equipment, installation of information displays, preparation of materials and to be responsible for the presentation of bus stops and shelters within Greater Manchester.
<b>Reports to:</b>	Information Displays Team leader

	<b>Key Role Outputs(KROs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i>	<b>Key Actions</b> <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Carry out repairs and maintenance at bus stops and shelters	<ul style="list-style-type: none"> <li>• Learn all bus network routes and interchange points for your allocated work area (approx. 2000 bus stops and 800 shelters) and work in other areas as required.</li> <li>• Work to deliver to predefined deadlines for the bus service timetable and route revision dates.</li> <li>• Use initiative to plan and order work to meet agreed targets and advise management of any issues/conflicts as they arise in peak service periods.</li> <li>• Understand requirement to work extended hours/weekends to meet frequent fluctuations in workloads to meet project delivery deadlines and unplanned changes to the network year-round in frequent inclement weather.</li> <li>• Review network routes on a regular basis and consider when planning order of work and route potential impact on outputs due to road diversions/closures etc. and highlight any time management issues affected by</li> </ul>



		<p>these.</p> <ul style="list-style-type: none"><li>• Conduct ongoing audits of bus stop hardware and report on the condition to ensure any infrastructure issues are reported for repair. Prepare all information materials to be displayed in a stop or shelter, by using the information database alongside the use of the vinyl print production system, cutting machines and a laminator.</li><li>• Display all information in accordance with the whole stop approach.</li></ul>
2.	Provide customer service	<ul style="list-style-type: none"><li>• Provide information and direction to relevant service areas within TfGM for any enquiries made by the public e.g. journey planning, bus operator issues etc. when working on the network.</li><li>• Provide customer information whilst working on the network and assist with inquiries.</li><li>• Provide feedback to your line manager on customer comments and observations from working on the network.</li><li>• Ensure Commercial and Branding information is provided at bus stops in line with predetermined schedules.</li><li>• Understand TfGM Customer Service Standards and ensure that individual behaviour complies with standards</li></ul>
3.	Use of Systems and mobile devices	<ul style="list-style-type: none"><li>• Update and maintain data on the Information database to identify current asset levels to inform future printed outputs</li><li>• Complete timesheets as per procedures, in full and by agreed deadlines</li><li>• Use of systems and software to report damage and use systems to access information to inform stop specific details.</li><li>• Use a mobile device and tablet when working remotely to record and communicate work activity.</li></ul>
4.	Maintenance of equipment, stock and vehicles	<ul style="list-style-type: none"><li>• Ensure all tools and equipment are maintained, cleaned, and safety checked as per procedures and risk assessment method statements.</li><li>• Maintain hardware stock levels in vehicle e.g.</li></ul>



		<p>screws, fixings, brackets, plates, Perspex etc.</p> <ul style="list-style-type: none"><li>• Make regular checks of company vehicle and report any faults or problems.</li><li>• To input weekly maintenance reports.</li><li>• To keep vehicle in an acceptable condition of cleanliness.</li><li>• Maintain adequate charge on company vehicle to ensure destinations can be reached.</li><li>• Adhere to the driver's handbook and dashcam policy.</li></ul>
5.	Infrastructure	<ul style="list-style-type: none"><li>• Install all elements of bus stop /shelter infrastructure (e.g. stop identifier, bus stop plate, display cases, fixings etc.) using hand &amp; power tools, and working at height with ladders provided.</li><li>• Conduct minor stop and shelter repairs, reporting and recording major damage to Line Manager for escalation.</li><li>• Clean and monitor route equipment and report defects to the relevant stakeholder</li><li>• Support the Mobile team by suspending bus stops and assisting with disruption information in times of high demand.</li><li>• To be a keyholder for Helmet Street, opening and locking up as required.</li></ul>
6.	Compliance with Health & Safety responsibilities	<ul style="list-style-type: none"><li>• Understand and adhere to all procedures and conduct all duties in accordance with health and safety training and instruction (C.O.S.H.H, lifting and handling, working at height etc.)</li><li>• Comply with risk assessment requirements and complete dynamic risk assessments using knowledge from experience and training.</li><li>• Comply with the New Roads and Streetworks Act around signing, guarding and working safely at the roadside.</li><li>• Use/wear as instructed all personal protective equipment issued, and report any defects/wear and tear to line manager immediately</li><li>• Maintain a safe working environment to ensure personal and public safety, including</li></ul>

		<p>all internal and external preparation/work areas</p> <ul style="list-style-type: none"> <li>• Ensure that all accidents, near misses and personal injuries are reported</li> <li>• Undertake regular and ongoing training relevant to the role.</li> </ul>
	<p><b>Compulsory Outputs (COs)</b> <i>these set out what must be achieved for the post holder to be successful in the role</i></p> <p>Compliance with Health &amp; Safety responsibilities</p>	<p><b>Key Actions</b> <i>These set out how the COs will be achieved – the activities required.</i></p> <ul style="list-style-type: none"> <li>•</li> </ul>
<b>C1</b>		<ul style="list-style-type: none"> <li>• Any other reasonable duties as required from time to time. Ensure you comply with all applicable organisational legislation and policy</li> </ul>
<b>C2</b>	<p>Ensure you comply with all applicable organisational legislation and policy</p>	<ul style="list-style-type: none"> <li>• TfGM Safety Management System (in particular section SMS 201 Roles and Responsibilities)</li> <li>• Bus Operator contractual management</li> <li>• Dignity at Work policy;</li> <li>• Information assurance and security in line with Cabinet Office requirements;</li> <li>• Risk management</li> <li>• TfGM policies and procedures</li> <li>• Equality and diversity legislation</li> <li>• TfGM Vision &amp; Values</li> </ul> <p>Act in accordance with TfGM’s behaviours and competencies</p>

### Key Interdependencies

<b>Key Contacts</b>	<ul style="list-style-type: none"> <li>• Information Displays Team leader</li> <li>• Operations Manager</li> </ul>
<b>Direct reports</b>	N/a
<b>Budgetary responsibility</b>	N/a
<b>Location</b>	TFGM, Helmet St, Manchester M1 2NT

<b>Office Use Only</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>	<b>Updated</b>
Created					
<b>By:</b>	Role profile	June 2012	Lynne	James Gill	



Lynne Hagan August 2011	update exercise Sept 11 Lynne Hagan	LH	Hagan- Lynch August 2016	22/01/2025	
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<b>Information Displays Officer</b> <i>(Knowledge, skills and experience required at selection stage)</i>	
<b>E</b>	<b>Essential Experience:</b>
<b>E1</b>	Full ability to drive and navigate residential and city centre areas within Greater Manchester
<b>E2</b>	Ability to enter and exit vehicle cab 30 + times per day and work outdoors in inclement weather conditions safely on a highway.
<b>E3</b>	Experience of manual handling and knowledge of COSHH and other statutory regulations including Health & Safety at Work Act
<b>E4</b>	Ability to plan and manage own workloads to deadlines
<b>E5</b>	Computer literate
<b>E6</b>	Ability to compile reports and accurately record information
<b>E7</b>	Proven skills and experience in customer focused environment
<b>E8</b>	Ability to audit and assess infrastructure on a continual basis to ensure effective information provision is displayed and maintained in a safe manner on the network for the public.
<b>D</b>	<b>Desirable experience:</b>
<b>D1</b>	General understanding of public transport
<b>EQ</b>	<b>Essential Qualifications – Technical, Vocational or educational:</b>
<b>EQ1</b>	Full valid EU driving licence (Category B)
<b>EQ2</b>	GCSE English and Mathematics
<b>EQ3</b>	IT literate
<b>DQ</b>	<b>Desirable Qualifications – Technical, Vocational or educational:</b>
<b>DQ1</b>	Forklift Truck experience (I.T.S.S.A.R Certified)
<b>DQ2</b>	Working on a highway (N.R.W.S.A certified)
<b>DQ3</b>	First Aid
<b>EA</b>	<b>Essential Attributes:</b>
<b>EA1</b>	A clear understanding of TfGM’s stated values and behaviours and the ability to apply those behaviours when working with others
<b>EA2</b>	A clear understanding of the programming of work and the contribution expected of you and your colleagues
<b>EA3</b>	A commitment to deliver the agreed work plan to the timescale and standards required, and an understanding of the processes in place to deliver streams of work
<b>EA4</b>	Keep your manager and others informed of the potential for significant change to the work plan e.g. unexpected delays or outcomes, changes in resource requirements
<b>EA5</b>	A customer focused approach - an understanding of, and appropriate response to, the expectations of the TfGM and external customers the role holder must work with
<b>EA6</b>	A commitment to manage and review your work on a regular basis and to work without close supervision and deliver work to required standards and within deadlines
<b>EA7</b>	Prepared to assist others to manage fluctuations in workload and make positive contribution through team work