

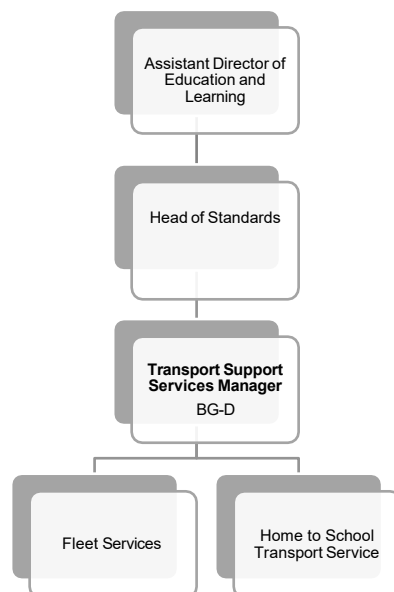
Job description

Job title:	Transport Support Services Manager		
Directorate:	People	Salary:	£54,495 - £59,999 per year Plus £729 London Weighting
Section:	Education and Learning	Grade:	BG-D, SCP43-48
Location:	Time Square	Work style:	Flexible

Key objectives of the role

- To lead the council's Education Transport and Fleet Management Services, ensuring the safe, compliant, efficient and effective delivery of services to both internal and external customers.
- To lead the development of transport and fleet policies and processes, ensuring statutory responsibilities are met through a person-centred approach while managing budget pressures effectively.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To manage the Education Transport and Fleet Management teams in order to deliver transport provision to both internal and external clients. This to include the Council's statutory responsibility for home-to-school transport services, Social Care transport services and management of the vehicle fleet.
- To ensure that services operate with clear, up to date written strategies, policies and operational guidance that meet the requirements of statutory regulations, government guidance and the Council's strategic direction. To provide expert advice and guidance for the Council's senior management team, elected members, schools and other stakeholders as required.
- To develop and then implement any new ways of working to achieve efficiencies and reduce costs whilst delivering an improved level of customer service for both internal and external clients. To work in partnership with Commissioning and Finance to ensure a clear analysis of the current spend to support this aim.
- To lead on co-production of travel solutions and policies for clients, educational establishments, stakeholders and other professional networks through productive and collaborative relationships.
- To ensure effective and up to date transport team process for recording and responding to stakeholder complaints or issues and ensure that staff are well trained to enact these processes.
- To contribute to the annual formulation of budgets and maintain effective monthly budget monitoring and internal control processes. To ensure clear responsibilities in relation to financial processes and appropriate separation of duties. To use the financial process to provide strategic direction for the team, to meet the Council Plan objectives.
- To lead the procurement and management of new fleet vehicle leases and associated contracts, ensuring they are compliant, cost-effective, properly authorised and aligned to service need and Council priorities.
- To provide effective and robust contract management and compliance monitoring. To ensure that contractor performance is within service standards and that all safeguarding measures are met.
- To lead the procurement and management of new fleet vehicle leases and associated contracts, ensuring they are compliant, cost-effective, properly authorised and aligned to service need and Council priorities.
- To work with the council's Licensing Service and LADO to ensure that appropriate safeguards are in place and that only appropriately authorised persons are permitted to provide services to the Council. To maintain an effective risk management framework that effectively mitigates the risks to staff, clients and other stakeholders within the transport services delivered by the Council. To ensure that routine regular procedures for monitoring training and compliance are effective and robust, and ensure effective transport team processes for recording and responding to safeguarding concerns.

Scope of role

- Fleet Management (FM) – 1.5 FTE plus drivers
- Education Transport (ETT) – 2 FTE

Staffing budget = £220k

Non-Staffing budget = £2.8m

The Council currently has a domestic fleet of 21 vehicles. These are primarily leased under contract hire arrangements.

The Council provides transport services for 794 eligible pupils, with 520 pupils covered by the contracts, including wheelchair users and many pupils in the autistic spectrum. The additional 274 pupils are transported on registered bus routes. There are 139 routes travelling to 81 different settings.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	<p>Degree level qualification or equivalent experience</p> <p>Experience in the management of Home to School Transport services</p> <p>Contract management skills</p> <p>Extensive management experience</p>	<p>Background in the provision of transport services to vulnerable adults</p>
Competence summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Experience of working at a managerial level within a local authority.</p> <p>Significant experience in writing processes and procedures to meet statutory transport regulations.</p> <p>Evidence of delivering and assuring high quality service provision.</p> <p>Sound knowledge and experience of effective safeguarding procedures.</p> <p>Sound knowledge and experience of human and financial resource management.</p> <p>Substantial track record of setting goals for service performance, and in leading staff to deliver upon these goals.</p> <p>Proven contract management skills in a complex operating environment, to achieve business objective.</p> <p>Proven ability to facilitate flexible and effective working relationships between teams.</p>	<p>Experience of political environments, committees and boards.</p> <p>Experience of service development through co- production</p> <p>Experience of service transformation</p>
Work-related Personal Requirements	<p>Ability to work effectively in corporate and partnership settings.</p> <p>Excellent interpersonal skills and experience of team management.</p>	

	<p>Excellent oral and written communication skills.</p> <p>Ability to prioritise, plan and use resources effectively.</p> <p>Positive attitude to organisational change.</p>
Other work requirements	<p>A satisfactory Disclosure and Barring Service check.</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.

