

<b>Job Title:</b> Transport Co-ordinator , Passenger Transport Assistants	<b>Grade:</b> L	<b>Post Number:</b> TA00009
<b>Directorate:</b> Highways & Transport, Service Delivery	<b>Job Family:</b> Highways & Transport	<b>Date Prepared:</b> May 2016
<b>Role reports to:</b> Team Leader Passenger Transport Assistants		
<b>Job Purpose:</b>  To assist with the administration and training of a large team of Passenger Transport Assistants (including Relief Passenger Transport Assistants).		
<b>Key Accountabilities:</b>  <ol style="list-style-type: none"> <li>1. Assist with the administration of a large team of Passenger Transport Assistants, including appraisals, sickness absence monitoring, Occupational Health referrals, training requirements including the independent travel training programme for children and adults with special needs, provision of briefings/newsletters, Passenger Transport Assistants team meetings and investigation of complaints/problems regarding staff in accordance with the Council policies and procedures.</li> <li>2. Assist with the organisation of a training programme to train Passenger Transport Assistants to develop their expertise and enable them to carry out their duties correctly.</li> <li>3. Assisting with the Investigation and rectifying of daily operational problems occurring with Education and Social Care Transport within the office and by site visits including at school times morning and afternoon. This will involve dealing with parents and schools and being able to resolve issues promptly and fairly. During term times be available for early morning office cover, currently from 0745hrs.</li> <li>4. Assist with the recruitment of Passenger Transport Assistants.</li> <li>5. Maintenance of computer databases of Passenger Transport Assistants and finance records.</li> <li>6. Assist with the allocation of Passenger Transport Assistants to routes/journeys and Relief Passenger Transport Assistants to cover sickness absence, unpaid leave and</li> </ol>		

emergency situations.

7. Process Passenger Transport Assistants' timesheets and assist with processing contractors invoices for payment.

8. Provide cover for the Team Leader of Passenger Transport Assistants when absent.

9. Undertake any duties as may be required from time to time, appropriate to the grading of the post.

10. During the working week be available if required for early morning office cover, currently from 0800hrs to assist with operational issues concerning education and social care transport. To be available for office cover to ensure the office is staffed between 0800 and 1700.

**Job Scope:** No & type of jobs Managed:

Supervision of 50 approximately Passenger Transport Assistants.

Typical tasks supervised /allocated to others:  
None

Job Scope:

Budget: N/A

Assets: N/A

**Knowledge & Experience:**

Relevant compensatory experience in managing or supervising a large team of people.

Relevant Training experience and skills.

Experience of working in passenger transport would be preferred

Excellent administration skills.

Knowledge and understanding of special needs of individuals.

Health and safety awareness.

Good written and verbal communication skills.

Proven Performance management skills including managing staff via disciplinary processes.

Proven Decision-making skills.

Ability to remain calm under pressure.

Proven Problem solving skills.

Competent in the use of Microsoft Office

This post will be subject to clearance by the Disclosure and Barring Service (DBS)

Full driving licence.

**Decision Making:**

Day-to-day decisions – to other officers, escort staff, schools, day centres, administrative staff, parents/guardians, clients and contractors.

### **Contacts and Relationships:**

Written Communication – reports, letters, minutes, e-mails

Verbal Communication - telephone, meeting – private and public, delivery of core/team briefings, appraisals, delivering training and presentations.

People communicated with:

Officers of this and other councils, headteachers, teachers, day centre managers, administrative staff, escort staff, parents/guardians, clients, social workers, contractors, police and professional associations.

### **Creativity & Innovation:**

Excellent administrator.

Keeping up to date with relevant legislation and best practice

Able to utilise limited resources to maximum effect.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

#### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people?”

#### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

#### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**Health and Safety:**

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

**Data Protection:**

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the postholder.

This post is subject to an enhanced DBS disclosure which will be carried out if your application is successful.

Employee Signature:

Line Manager Signature:

Print Name:

Date:

Print Name:

Date: