

Job Title: Transport Team Leader, Children's Services	Role Profile Number: SBC_11817
Grade: CFL7	Date Prepared: May 2022
Directorate/Group: Children Services	Reporting to: SEND Travel Manager
Structure Chart attached:	No

Job Purpose

- To manage the planning & co-ordination of all Childrens' Services transport contracts, to include the tendering & procurement of services
- To manage financial monitoring functions for all aspects of Children's Services
- To manage the day to day operation of the Council's Passenger Transport Vehicle Fleet & Drivers

Key Accountabilities

Contract Management:

- To manage the procurement process for all transport contracts across Childrens Services to include preparation of tender scope; inviting of tenders and awarding of Contracts in line with the Council's procurement policy
- To negotiate contract variations as and when appropriate
- Oversee the contract management for all successful contracts, this will include a schedule of regular meetings with the provider to ensure contract compliance and to carry out spot checks and identify and report any defects or non-compliance issues
- Where contractors are non-compliant, the Team Leader will work with them and senior officers to ensure appropriate risk management and support towards compliance

Complaints & Compliments:

- To be responsible for investigating and responding to any stage 1 complaints that come into the service
- Ensuring that all complaints are logged on the complaints system and that these are reported on a regular basis; ensure that where there are lessons to be learnt following investigation that these are shared with staff in a reflective practitioner session

Quality Assurance:

- Arrange a schedule of spot checks for all transport routes during the course of the year. The spot checks will identify any staff non-compliance; contractual issues; any defects on vehicles and will be reported to management on a regular basis, with urgent issues being notified immediately
- To attend regional meetings with other Local Authorities to develop and maintain best practice
- To prepare reports, investigate and advise on policy changes in line with national guidance and benchmarking
- To support the SEND Policy & Performance Officer in the annual consultation of the Transport Policy, and to ensure that all staff are aware of, and implement any changes

Financial Management:

- To be responsible for the maintenance of all financial and database systems and the maintenance of statistical records. This includes financial management and monitoring reporting on a monthly basis
- To ensure that there is efficient timely processing of invoices, claims and timesheets, and where necessary inter-authority recoupment is managed in a timely way
- To ensure that the Transport databases are maintained to a high level ensuring that there are accurate pupil, adult and personnel records available
- To ensure that all transport savings against the corporately agreed targets and any in-year pressures are recorded and reported on a monthly basis

Operation of Home to School & Social Care Transport:

- Manage & oversee the day to day operation of the provision of home to school transport (Mainstream & SEND) & Social Care Transport requests, this will include liaison with contractors; travel assistants; schools and families
- Manage & oversee the day to day operation of the Council's Passenger Transport Fleet and drivers
- Manage and oversee the day to day operation and deployment of Travel Assistants
- Manage the application and assessment process for all modes of travel ensuring that there is evidence to support the entitlement approval
- Oversight & management of all health & safety processes including individual risk assessments

Staff Management:

- Day to day management of the staff team this will include supervisions; PDPs which will identify training needs, monitoring of sickness absence levels and any associated processes in accordance with the Council's policies and procedures

Supplementary Accountabilities

- Prepare risk assessments and provide risk management and Health & Safety advice across Passenger Transport Services.
- To be available for office cover to ensure that the office is staffed between 07.00am to 17.00pm
- To provide cover for colleagues including the Senior Transport Officer when absent
- To undertake any duties as may be required from time to time, appropriate to the grading of the post

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Intention and willingness to become a minibus driver trainer.
- Willingness to be a Train the Trainer for Independent Travel Training
- Knowledge and technical ability within the field of specialist passenger transport.
- Knowledge and understanding of special needs of individuals
- Knowledge and understanding of education transport entitlement and transport appeals process.
- Health and safety awareness.
- Knowledge and understanding of relevant legislation.
- Strategic awareness of future service development and requirements.
- Excellent interpersonal skills.
- Ability to stay calm under pressure.
- Negotiation and influencing skills.
- Performance management skills.
- Experience of tendering Transport services.
- Decision-making skills.
- Financial knowledge and expertise .
- PC software literacy including Word, Excel, Access – word processing, databases, spreadsheets, email and internet.

Qualifications

- Preferred educational requirement - Relevant HND or Institute of Logistics & Transport qualification.
- Educated to A-level standard, or relevant compensatory experience.
- Proven supervisory/management experience preferably in an education transport or transport environment.
- Full driving licence preferred Category D1 Licence.

Decision Making

- Strategic decisions – up to 5 years ahead.
- Procedural decisions – within context of national legislation and regulations, Council standing orders and guidelines.
- Day-to-day decisions – to other officers, schools, day centres, administrative staff, parents/guardians, clients, contractors, voluntary drivers
- Financial awareness and ability to work within set budgets.
- Vehicle timetable scheduling skills.
- Interpretation of policy.

Creativity and Innovation

- Keeping up to date with relevant legislation and best practice
- Involvement (liaison and influencing) in regional/national initiatives.

- Able to interpret national developments within the local context.
- Able to utilise limited resources to maximum effect.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none"> • Transport Assistants approx. 50 • Transport Apprentice Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • Available for work throughout August and early –mid September. 	Budget Holder Responsibility Responsibility for ensuring full financial compliance as outlined by point 11 above Asset Responsibility:	Yes/No .
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

People communicated with:-

Officers of the Council and external partners. Headteachers/Teachers, Police, members of the public, day centre staff, social workers, parent/guardians, and voluntary drivers transport operators and other contractors.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	