# Job Description and Person Specification

## Job details

Job title: Planning and Applications Team Leader

Grade:

Reports to: Transport Delivery Manager

Responsible for:

Direct management: 1 Senior Passenger Transport Officer

2 Transport Coordination Officers

Indirect management: 3-4 Passenger Transport Planners/Transport Supply Officers

2 Passenger Transport Planning Assistants/Business Support

Directorate and Service area: Place and Economy; Highways and Waste

Purpose of the job (why the job exists)

To be accountable for the performance of the applications and planning teams within Home to School Transport

To provide leadership, guidance and support to the team, whilst achieving best value for North Northamptonshire Council, and maintaining the required standard of service provision.

To provide professional expertise and knowledge to support the delivery of the transport service so that it is efficient and suitable to meet the needs of the service users.

Good interpersonal and analytical skills are essential, including the ability to explain eligibility decisions to NNC Officers, Schools and members of the public.

## Principal responsibilities (please make these concise and ideally no more than 8)

## To manage the operation and administration of the application and route planning functions and the teams delivering this work ensuring that deadlines and targets are consistently met and that transport solutions proposed are firmly based on policy guidance whilst taking account of the applicant’s personal circumstances.

## To be accountable for ensuring a timely, accurate, and cost-effective response to requests for service and that the service delivered meets the needs of the service user, adhering to high standards of safety and compliance, and within the framework of policy, legislation, and budget.

## To manage, supervise and motivate staff, ensuring that all team members receive regular supervisions and 1to1s in accordance with Council policy

## To liaise with NNC staff at all levels, Councillors and members of the public. Communicating clearly to parents, agencies (internal and external), NNC Officers and senior management. Communicating via a number of different channels including; telephone, email, face to face and written letter within agreed SLA’s and relevant legislation and ensuring that appropriate audit trails are maintained. Update and maintain accurate records/databases relating to applications and eligibility.

1. To work collaboratively with colleagues and stakeholders to identify and deliver savings with regards to the current transport provision including route optimisation of existing planned transport and to review existing policies and offer recommendations to support further efficiencies. This should be achieved without compromising the safety and quality of the service being provided.
2. To solve problems and be able to deal with challenging situations relating to transport eligibility and service delivery, and to be able to professionally manage any arising conflict. Ensuring all issues are appropriately addressed in each case so that appropriate judgements on what needs to happen can be made within prescribed timescales.
3. To undertake data analysis and prepare reports identifying possible trends, forecasting of demand, and potential unforeseen risks which could impact on budget and operational demand in the short, medium and long term. To provide recommendations and action plans to address the areas of concern identified.
4. To provide support where appropriate to colleagues in the execution of their respective duties and deputise for the Transport Delivery Manager and the Compliance Team Leader as and when required.
5. To deal with requests for travel assistance in confidence and in line with General Data Protection Regulations.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

**If a DBS Disclosure is required for the role, include the following clause (Delete if not required).**

This post requires satisfactory clearance of an Enhanced Disclosure and Barring Service disclosure.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Good standard of Education to at least GCSE, including English and Maths, or equivalent relevant experience | Relevant transport qualifications, e.g. Certificate in Transport and Logistics (Atco Certificate) |
| Experience and Knowledge | Experience of working within a policy framework and making robust decisions based upon policy guidance in relation to this area of work.Experience of managing and leading a team, and ensuring accurate records are maintained | Understanding of how local government worksUnderstanding of EHC plans and associated legislationKnowledge of the legislation relating to Home to School Transport and supporting Statutory GuidanceFamiliarity with NNC Transport Policies and how these are applied.Experience of working within an applications assessment environment |
| Ability and Skills | Strong analytical skills to analyse issues and offer sound, reliable travel solutions.Able to communicate effectively at all levels both orally and in writing.Able to work in a way which promotes safety and well-being of children and young people and vulnerable adults.Strong attention to detail. High level of accuracy in a pressurised environment.Ability to access and communicate information through MS desktop applications.Experience with databases and similar administration systems software and reporting tools.Ability to plan and organise own and team’s time to ensure that deadlines are met Good Team worker with ability to work as part of a busy team and support others in delivery of a successful and efficient service.Able to lead and build effective teams. | Experience of leading and managing a diverse team, particularly within Local Government or Transport environment. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | High level of awareness of safeguarding procedures and protocols.Postholder will need an enhanced DBS with barring check, for working with both children and adults |  |