

Job Description

Job Title: Senior Transport Officer (Operations)

Job number CCC2543

Grade SO2

Overall purpose of the job

To support the Manager of the Social Education Transport service in all aspects of daily transport operations to ensure the Council meets its statutory duties to provide transport assistance for children and young people who meet the eligibility criteria defined by legislation and/or Council discretion as set out in the Council's Travel Assistance Policy.

To oversee the day-to-day passenger transport operations for education and social care, ensuring transport is provided in an efficient and cost effective way.

Act as the main point of contact for the Council on all operational issues relating to the provision of education and social care transport

Main accountabilities

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1.	<p>To manage transport operations and co-ordination of the work of Assistant Transport Officers and any staff who may be employed on a time-limited basis to support the Team to ensure Transport Officers and Managers receive timely and efficient support with procurement administration and communications to parents, operators and schools, Social Care and Adult settings. This will include:</p> <ul style="list-style-type: none">• their deployment to ensure the effective and efficient delivery of transport provision• setting their work plans and priorities, taking account of team pressures, deadlines and timetables• our conversations (1:1 supervision), performance, conduct and absence management
2.	<p>Act as the main point of contact for the Council on all operational transport issues including:</p> <ul style="list-style-type: none">• working with operators to resolve problems which may arise at short notice• responding to and dealing with requests for specialist transport, for example the identified need for wheelchair accessible transport• gathering information/data and preparing responses to Freedom of Information (FOI) requests• complaints investigation and collation of case specific information to enable managers to respond comprehensively to any complaints and feedback received, including safeguarding concerns/allegations• providing operators, voluntary drivers and schools with up-to-date transport information on a termly basis or as required including special requirements affecting transport arrangements (e.g., bad weather, early finish, new starters and leavers).• provide Contact Centre with up-to-date information, including training material
3.	<p>Be responsible for all the transport operations including:</p> <ul style="list-style-type: none">• route planning• preparing and collating information required for project work• managing implementation of new systems and processes

	<ul style="list-style-type: none"> • drafting communications as required for schools, parents, contractors and other stake holders • consulting Education colleagues, Social Care service colleagues, schools, parents, operators, other local authorities and other agencies, as necessary, on all specialist transport matters, ensuring correct interpretation of legislation, particularly in relation to the Equality Act 2018 and ensuring that all team members are aware of any changes • leading the development and revision of protocols with regard to transporting vulnerable children and adults
4.	Contribute to the tendering and procurement of transport services to schools/colleges and adult settings, including the preparation of tendering documentation required for the Dynamic Purchasing System ensuring that current legislation and the Council's Contract Rules are adhered to and procurement timescales are met.
5.	To contribute to the work related to the provision of training for operators, drivers and passenger assistants.
6.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE A-C	Maths and English	Essential
A levels /NVQ Level 4	Any subject	Essential
Degree or equivalent qualifications/experience	Any relevant subject	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation	Knowledge of the legislative requirement placed on local authorities for home to school transport	Desirable
SEND and vulnerable children	Knowledge and understanding of the wider system involved in meeting the needs of children and young people with SEND and vulnerable pupils more widely; in particular understanding how their needs impact on the type of transport they require	Desirable
Safeguarding	Knowledge of Child Protection policy and best practice	Desirable
Transportation provision	Knowledge of planning and technical requirements in relation to the operation of education transport.	Desirable
Skills		
Problem Solving	Proven problem solving skills	Essential
Organisational	Flexible and resilient approach to planning, organising and prioritising a demanding workload	Essential
Time Management	Ability to work to deadlines and to react to emergency situations quickly and effectively	Essential
Accountable	The ability to work without close supervision and as a member of a team.	Essential
Performance Management	The ability to maintain a high level to performance through changing conditions and effectively manage the performance of your team	Essential
IT	Ability to use the full suite of Microsoft Office and bespoke software	Essential
Policy Implementation	The ability to implement County Council policy in a consistent, firm but customer sensitive way by providing a consistent approach within a policy framework but taking into account individual circumstances without setting new precedents.	Essential
Confidentiality	Ability to respect and keep confidential information	Essential
Communication	Strong negotiation and persuasion skills. Ability to, challenge and mediate where required. Good written and	Essential

	verbal skills. Ability to maintain a customer focused approach	
Partnership working	Ability to form strong and effective working relationships with a range of people/stakeholders and a strong commitment to multi agency working and working with parents/carers	Essential
Stakeholder management	Ability to work with a range of people including service users, schools and officers from within different Council services Ability to negotiate effectively with contractors, whilst building long term relationships that will benefit the level and quality of service in the longer term.	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Complaint management and response	Experience of dealing with difficult or irate customers and customer complaints and responding to these in a timely and professional manner.	Essential
Local Government	Experience of working in a local government environment	Desirable
SEND/Vulnerable adults and children	Experience of working in an environment providing services for vulnerable adults and children.	Desirable
IT/Software	Experience of using bespoke software packages e.g. MapInfo. QRoutes	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
	Commitment to equalities in service delivery and evidence of successful implementation of equalities in practice	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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