

Job Description and Person Specification

Job details

Job title: Transport Delivery Manager

Grade: Band 10 £55,848 to £59,442

Reports to: Head of Highways Delivery

Responsible for: Home to School Transport Team (18 posts)

Directorate and Service Area: Place and Economy, Highways and Waste

Purpose of the job

The Home to School Transport team provide statutory transport services to enable the safe travel of eligible children and young adults to access learning.

The postholder will be part of the Highways Management Team and will be required to represent as necessary the Head of Service, attend wider Council leadership meetings and work with senior and political leadership of the Council to promote the aims and objectives of the Council.

The post holder will also be responsible for the day-to-day operation of around 6000 passenger journeys per day therefore a knowledge of the NNC area will be required, as well as an in-depth knowledge of route scheduling and efficient timetable preparation, together with an understanding of the needs of pupils and students with Special Educational Needs and Disabilities.

The position is office-based working predominantly from Sheerness House in our Kettering office, however there will be times when the postholder may be required to work at external establishments, e.g., to liaise with customers and members of the public.

Principal responsibilities

1. Responsible for the strategic development and management of the Home to School Transport Service, including making service improvements and efficiencies in transport delivery, delivering the council's statutory transport provision, home to school, and social care transport, and develop with relevant service partners, associated transport policies and effective procedures.
2. Demonstrating leadership competencies to provide purposeful and positive leadership, acting with openness, honesty, and integrity to instil a clear sense of direction, priority and pace. Leading people in an inclusive way to deliver strategic and operational objectives.
3. Provide, manage and be accountable for a safe and effective network of home to school transport, working with educational establishments and other stakeholders to ensure the safety and well-being of service users whilst using the service.

4. Manage the procurement and award of home to school transport contracts in accordance with NNC procurement and legal requirements and within relevant legislation and council policy frameworks.
5. To manage the budget for the Home to School transport service which is currently around £18m per annum, including providing regular reports and accurate forecasts for Finance, Senior Officers, and Members.
6. Manage the customer relationship and assessment process for eligibility for travel as well as overall management of appeals and complaints.
7. To manage and monitor contract financial performance and contract compliance, building effective working relationships with contractors and to take appropriate action with any failing contractors.
8. To be responsible for the timely and accurate response to FOI requests, complaints, Members and MP enquiries and other requests for information and data.
9. To deputise for the Head of Highways Delivery, as necessary, providing strategic input to the Management Team, support for the wider corporate and political leadership of the Council, and be a strong advocate for the work of the Highways Team.
10. 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.

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 scope of this job, and which are commensurate with the grade of the post.

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

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council



**North
Northamptonshire
Council**

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Degree in a related subject or equivalent.</p> <p>Extensive experience in transport management at a senior level within local government.</p> <p>Evidence of high-level management achievement or training.</p> <p>This post requires satisfactory clearance of a DBS disclosure for both children's and adult workforce, including Barring check.</p>	<p>ATCO/CILT (UK) Passenger Transport Co-ordinators Certificate/CILT (UK) Level 3 Certificate in Logistics and Transport (or equivalent qualification or equivalent experience in transport planning, contract procurement or management)</p> <p>Management Qualification</p>
Experience and Knowledge	<p>IT literate in Microsoft Office, use of appropriate transport systems, numeral literacy, excellent communication skills</p> <p>Proven knowledge of appropriate legislation</p> <p>Ability to demonstrate awareness/understanding of Equal Opportunities</p> <p>Proven knowledge of legislations relevant to the Social Care & Health Acts</p> <p>Knowledge of procurement legislation and requirements</p>	<p>Experience of working with other regulators</p> <p>Successful record of managing change and continuous improvement, showing an appreciation of change management issues.</p> <p>Experience of working in partnership with other public and independent bodies on a regional basis due to cross boundary transport arrangements.</p>

Attributes	Essential criteria	Desirable criteria
	<p>Experience in transport service planning and development of strategic plans.</p> <p>Comprehensive project management experience.</p> <p>Good understanding of statutory requirements in relation to provision of transport for schools.</p> <p>Experience of financial management and budget setting to manage services with a strong financial awareness.</p> <p>Experience of producing financial reports, forecasting and financial forward planning.</p>	
Ability and Skills	<p>Ability to prioritise own workload to ensure any key tasks are undertaken.</p> <p>Ability to contribute to the development of strategy and planning that extends over several years.</p> <p>Ability to manage short term operational issues.</p> <p>Ability to work on own initiative and apply a rational and innovative approach to problem solving and decision making.</p> <p>Ability to manage customer service issues.</p> <p>Ability to communicate at the highest level, to be able to negotiate and influence at the highest level.</p> <p>A positive attitude to getting things done.</p>	<p>Experience of dealing with grievance and disciplinary situations, and ability to deal with performance management issues.</p> <p>Experience of leading transformational change in a complex environment.</p>

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a local authority, other than a parish council.</p> <p>The Postholder will need satisfactory clearance of Enhanced DBS disclosure for both children's and adult workforce, including Barring checks.</p>	