

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Transport Inspector

Highways and Transport, Place and Economy.

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The Transport Inspector will ensure that all passenger transport undertaken on behalf of the Authority is both legal and safe by ensuring that a robust audit process is carried out ensuring operators comply with all legal and contractual requirements.

To analyse operator performance and compliance data to ensure all contractual and legal requirements are being met and provide reports concerning all contractual defaults and findings from formal investigations.

To support in the development of performance management systems and procedures to monitor trends in operator performance and help devise strategies to improve operator compliance and performance.

## **Accountable to:**

This role is accountable to the Transport Compliance Officer and sits within the Highways and Transport Service which is part of the Place and Economy Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To schedule and carry out onsite inspections and audits to ensure that all contractors are fully compliant and have the correct licences, insurances, and DBS in place to ensure that all relevant KPIs are completed as required.
2. To observe and monitor transport contracts to ensure that they are carried out to their specific requirements and carry out checks on vehicles, drivers, Passenger Assistants and any specialist equipment that is required.
3. Produce detailed reports and summarise findings from audits and inspections and where necessary provide recommendations to terminate or suspend contracts and/or drivers and PA's.
4. Foster and maintain effective working relationships with relevant public bodies such as DVSA, the Police, Licensing Authorities, Schools and Social Care and Health settings and work collaboratively to ensure operators and their employees operate in the interest of the Council and its customers and share any relevant safeguarding information.
5. Work closely with the safeguarding team, and other key individuals and agencies to ensure that any safeguarding allegations are fully investigated and that the correct actions are taken.
6. Monitor, report and introduce measures to manage the behaviour of pupils and students travelling on the school buses to help control unacceptable conduct that impacts on the safety and comfort of other passengers. To liaise with schools and parents accordingly and where appropriate suspend students from transport.
7. To liaise with WNC staff and members of the public at all levels, including Councillors, and MP's. Communicating clearly to parents, agencies (internal and external), WNC 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 in accordance with relevant legislation to ensure appropriate audit processes are adhered to.

8. Investigate the absence of clients especially the elderly living alone, the continued absence of children currently assigned transport provision and the absence/lateness of parents whose children are brought home by WNC transport. To continually monitor this and ensure that any issues or concerns, particularly where safeguarding is concerned are reported appropriately and swiftly.
9. To propose transport solutions firmly based on policy guidance and the safety of all individuals whilst taking account of each individual needs. This may involve speaking directly with parents and carers, schools and other professionals involved in the education and care of the customers we transport.
10. To carry out risk assessments to effectively manage and minimise any potential health and safety risk and ensure that Health and Safety culture is maintained throughout the team.
11. To carry out training/presentations that will contribute to improving the performance of operators, their staff and the quality of the contracts undertaken.
12. To attend emergency incidents that may occur on home to school contracted services. Provide live and accurate reporting to the Transport Compliance Officer of incidence and actions taken.
13. Ensure all client information is kept confidential in accordance with the Data Protection Act and demonstrate awareness and understanding of Equal Opportunities and apply this in the course of all day-to-day activities.
14. To demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs and actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours. To deal with any issues in confidence and in line with General Data Protection Regulations.
15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

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.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Confident analysing transport issues, legislation and contractual requirements and offering sound, and reliable resolutions. High attention to detail. Strong analytic skills with the ability to assimilate and combine disparate information	E	A, I

Able to access and communicate information through MS desktop applications. Experience of using a sophisticated databases administration systems package and associated reporting tools Innovative approach to the exploitation of IT	E	A, I
Initiative and ability to plan and organise time to ensure that deadlines and agreed targets are met. High level of accuracy working in a pressurised environment	E	A, I
Ability to communicate effectively, both verbally and in writing, to all levels of management, colleagues, Councillors, MP's and other partners and agencies involved in education and social care. Ability to translate complex issues and explain this in plain English.	E	A, I
Good team worker with the ability to work as part of a team and support others in delivery team success	E	A, I
Ability to maintain high levels of performance under challenging conditions, tasks, responsibilities, or people	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

<b>Knowledge:</b>	Essential / Desirable	Measured by
General knowledge of the services provided by a local authority and a basic understanding of local authority governance	D	A, I
A basic overview of the purpose of an EHC plan, what is contained within a plan and the legislation which underpins the plan	D	A, I
Awareness of the statutory duty the authority has in regard to home to school transport and how this is applied.	D	A, I
Demonstrate awareness of GDPR and the associated responsibilities at an individual and corporate level	E	A, I
General awareness of the Council's policies and how these are applied.	D	A, I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
Experience of working in transport and/or logistics, specifically in terms of driver and vehicle compliance.	D	A, I
Experience in reading detailed documentation and assessing requests against set criteria	D	A, I,
Experience in working within a policy framework and making decisions supported by policy guidance	D	A, I
Experience in working within a procurement and/or contractual setting managing the output and performance of suppliers.	E	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
A qualification ideally within a transport, logistics or contract management field would be advantageous.	D	A, I

Qualified to A level standard or equivalent experience.	E	A, I
Demonstrate a desire for continuing professional development	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:**

This role is subject to a satisfactory Enhanced Disclosure and Barring Service check.

**Day-to-day in the role:**

<b>Hours:</b>	37 Hours Per Week	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	RT 05	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£26,907 - £28,437	<b>Budget responsibility:</b>	Indirect - c. £15m
<b>People management responsibility:</b>	0		

**Working conditions & how we work:**

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

You will be expected to travel to schools and other locations in the course of your duties to undertake inspections. This may require early starts or later finishes to ensure that you are at locations such as schools at their start or finish times.

The role may require the post holder to undertake walking route assessments which can be up to 3 miles each way.

**Our organisational values and behaviours**

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.

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<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

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**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

