# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Transport Inspector

Grade:

Reports to: The Transport Contract, Compliance and Finance Team Leader

Responsible for:

Directorate and Service area: Place and Economy, Highways (Home to School Transport)

## Purpose of the job

The role of transport Inspector is to ensure all passenger transport undertaken on behalf of the Authority is both legal and safe by ensuring that a robust audit process is carried out to ensure all operators comply with all legal and contractual requirements. The inspector will investigate complaints and work with colleagues and other stakeholders to ensure that the service delivery is safe and meets the service users needs.

There is a requirement for high standards of accuracy and attention to detail. The inspector must work to the appropriate standards and with the correct regulation interpretation in respect of policy and legislation.

## Principal responsibilities

**(Please make these concise and ideally no more than 8)**

1. To carry out monitoring inspections at schools/colleges to ensure contractual and safety obligations are met.
2. To analyse operator performance and compliance data to ensure all contractual and legal requirements are being met, including carrying out formal compliance audits and investigations. To produce high level reporting of information concerning all contractual defaults and findings from formal investigations.
3. To monitor trends in operator performance and devise strategies alongside the compliance team to improve operator engagement, compliance, and performance.
4. Foster and maintain effective working relationships with relevant public bodies such as DVSA, the licensing authorities, schools and social care settings and other key stakeholders, working collaboratively to ensure operators and their employees operate in the interest of the authority and its customers and share any relevant safeguarding information to the relevant officers.
5. To carry out investigations and report on issues relating to operational factors including contractual defaults, compliance and safeguarding of the authority clients, and ensure corrective actions are taken.
6. To assist colleagues to propose transport solutions firmly based on policy guidance, this may include, walking the proposed route from home to school to establish distance and/or safety of a proposed walking route. May include travelling on the service with the regular passengers to identify solutions to specific concerns, as well as discussing options with parents and carers, schools and other education professionals involved in the care of the students we transport to school.
7. To liase with NNC staff and members of the public at all levels, including Councillors and MP`s. communicating clearly to parents/carers, agencies (internal and external), NNC officers and senior management via a number of 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. To represent the Authority’s interests at Public Inquiries and other formal meetings and proceedings.
9. To maintain accurate and interrogatable records of all work undertaken, and through effective forward planning make best use of time, avoiding duplication and errors. Manage the data and records efficiently and securely through effective use of the authorities IT systems.

General responsibilities applicable to all jobs

1. Demonstrate awareness and understanding of equal opportunities to other people`s behavioural, physical, social and welfare needs and actively challenge and seek to eliminate any directly or indirect discriminatory practice or behaviour.
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. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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 a Disclosure and Barring Service disclosure.

**If this post is Politically Restricted include the following clause (Delete if not required).**

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

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

**There will be a lot of outdoor working, including working on educational premises.**

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Good standard of education with particular emphasis on written and spoken English and numeracy skills.  Full UK (or equivalent) driving licence with regular access to a vehicle. | Formal training or qualification in investigation, audit or inspection techniques, especially in the passenger transport field.  Formal qualification in Health and Safety, especially in relation to Transport provision. |
| Experience and Knowledge | Experience in investigation and inspection techniques.  Experience of producing detailed and accurate reports and advising decision makers based upon evidence.  Good understanding of requirements of passenger transport, both in terms of regulations and operation.  Good understanding of legislation and the practical requirements relating to Health and Safety, especially in a transport environment. | Experience within a transport provider or vehicle inspection role. |
| Ability and Skills | Good communication skills through all media, with particular emphasis on a high standard of English, both spoken and written.  Able to understand legislation and regulations and an understanding of how that relates to effective service delivery.  Clear logical approach to investigation and reporting. Attention to detail, with the ability to identify anomalies in documentation and processes. Able to identify inefficiencies and areas for improvement and advise on ways to improve service.  Able to make decisions and advise decision makers based on and supported by evidence.  Confident approach to working with stakeholders. |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs.  Awareness of the varied needs of young people with Special Educational Needs and Disabilities. |  |
| Additional Factors | Post holder will be required to visit the workplaces and depots of transport providers, as well as schools and other education providers, and care establishments. Postholder will need a clear Enhanced DBS with Barring check for working with Adults and Children.  Some outdoor working will be required. |  |