

## Job Description

Job Title: Monitoring Officer

POSCODE: CCC2244

Grade: Scale SO1

### Overall purpose of the job

The Passenger Transport Team provides transport to school or college for children, young people, adults and special educational needs. The arrangements can range from bus passes, parental transport allowances and contracted bus/coach and taxi companies.

Working as part of the Passenger Transport Team, the monitoring officer will work closely with stakeholders, including transport providers, schools and establishments and external agencies to ensure the delivery of its services are managed to a high standard, compliant with statutory legislation and meet safeguarding policies.

The post holder is accountable for ensuring that transport contracts are monitored to ensure transport providers are working in line with current safeguarding legislation and the Council's policies and procedures. Where risks are identified, the post holder will take immediate action and assess the situation to determine the best course of action and provide solutions where necessary.

Working in conjunction with the Fleet and Training Manager the postholder will identify where support is needed for its wheelchair accessible transport providers and put in place the necessary arrangements for monitoring and training. In addition, the post holder will work closely with District Licensing Authorities and the Drivers and Vehicle Standards Agency.

The primary focus in this role is to ensure that service users are always protected and reduce any risk service users to a minimum. Therefore, the role is particularly process driven and must ensure that all processes and checks have been completed in line with current legislation and in accordance with the current Passenger Transport Team contractual conditions.

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Accountable for ensuring that all transport providers are working in accordance with the Council's policies and procedures including safeguarding and current legislation to ensure the appropriate standards of service delivery are being met.
2.	Effective line management skills to lead and develop a team two monitoring assistants, the post holder will need to demonstrate best practice and lead with a 'can do' attitude. The post holder will have oversight of their weekly schedules to ensure they are cost effective and efficient to deliver the requirements of the service.
3.	To investigate and report performance issues and contract breaches from transport providers. To compile reports for the Passenger Transport Team managers detailing the breach of contract and the recommendations/actions taken to resolve the breach.
4.	To identify and take the appropriate action in relation to any health and safety issues which may cause harm to service users.

5.	To establish and maintain close working relationships with partner agencies and act as the first point of contact to facilitate and monitor activities and legislative compliance. Represent the Local Authority at public enquiries made by partner agencies to report on the processes that have been followed and respond when the Passenger Transport Team is challenged on the changes or sanctions made to contracts.
6.	To work in conjunction with the Fleet and Training Manager, highlighting training needs for contractors and monitoring the success of training.
7.	To assist in the delivery of Passenger Transport Team contracts, ensure they are compliant and fulfilled in line with the SLA.
8.	To monitor the application of safeguarding measures in Passenger Transport contracts. Make decisions where there are safeguarding concerns.
9.	To manage the E-Bulk system to maintain timely and effective delivery of county wide DBS checks for drivers and passenger assistants employed on Passenger Transport Team routes as well as other general administrative duties related to the Passenger Transport Team.
10.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11.	To deal with sensitive information and work within the General Data Protection Regulations (GDPR) and process checks and administration in line with these regulations.
12.	To be responsible for the maintenance of records and transport checks including road worthiness and driver licensing in accordance with the Vehicle Standards Agency and in line with audit processes and policies
13.	To be responsibility for producing statistical reports on the Monitoring Team activity and identify any trends or specific issues in relation to the delivery of routes. To provide clear and concise solutions for issues to achieve a suitable resolution, escalating when required complex issues to the Delivery Manager.
14.	To support the Fleet and Training Manager to identify failings in the delivery of Passenger Transport Team routes and put in place support or training where appropriate.

**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
A Level, NVQ3 or equivalent standard (e.g., GNVQ, Certificate in Management, BTech)	Any	Essential
IT qualification (CLAIT / IBT2 / RSA / ECDL)	N/A	Essential

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Microsoft Office	A good working knowledge of Microsoft Windows and Office packages	Essential
Health and safety	Knowledge of health and safety legislation	Essential
Legislation	Knowledge of GDPR and safeguarding legislation	Essential
Audit and Data	Knowledge of audit and data processes, the ability to look at statistical information and report on it	Essential
Policies and procedures	Knowledge of council policies and procedures	Desirable
<b>Skills</b>		
Time management	Able to prioritise workload and to ensure its completion in a timely manner	Essential
Quality	Able to consistently produce work of a high standard	Essential
Communication	Good interpersonal skills - able to communicate in a friendly, open and constructive manner	Essential
Initiative	Able to work on own initiative with minimal supervision	Essential
Professional Development	Committed to the continuous development of the service, the role, as an individual	Essential
Professional and personable manner	Effective people skills, be approachable and have a professional manner	Essential
<b>Experience</b>		
Administrative experience	Extensive office administrative experience in a demanding environment with conflicting priorities	Essential
Line management	The ability to understand the requirements of management and where necessary challenge performance	Essential

Organise and prioritise	Ability to organise and prioritise tasks and deal with complex queries in a timely manner. Have oversight of team to ensure that deadlines are met	Essential
Local authority	Experience of working in a local authority, its values and ethos	Desirable
Logistics	Ability to check routes to find the most practical method of transport; lowest cost, shortest distance etc.	Desirable
Project management	Understanding of project management principles	Desirable
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b> <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults	Essential

#### Disclosure level

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

#### 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	<b>Hybrid x</b>	Field	Home
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