

## Role profile

<b>Job Title:</b>	Operations Manager	<b>Grade:</b>	12
<b>Department:</b>	Transport Hub	<b>Post no.:</b>	58048
<b>Directorate:</b>	Children's Services	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Head of Passenger Transport
<b>Direct reports:</b>	4 x Transport Officers
<b>Indirect reports:</b>	Passenger Assistants (approx. 60), Contracted drivers and passenger assistants (approx. 600), external transport providers

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

To safeguard and promote the welfare of children and/or vulnerable adults.

To ensure the efficient operation of travel assistance to children and adults including all client side functions in relation to school transport contracts.

1. Monitoring and managing continuous improvement of service provision ensuring safeguarding and health and safety compliance across the service.
2. To assist and support the Head of Passenger Transport with the overall and day-to-day management of the Service
3. Deputise for the Head of Passenger Transport as and when required. Provide cover for Transport Officers as and when required.
4. Work with and support the Compliance and Training Manager to develop and implement training and management control systems to ensure the highest possible level of customer service, safeguarding and risk management and mitigation.
5. To actively participate, be proactive and have a "hands on approach" in the delivery of a very busy front line service

6. To ensure that the service meets key and measurable objectives, delivered to the highest achievable standard, whilst ensuring throughput of work through prioritisation within agreed timescales.
7. To ensure the Transport Hubs team's professional development and ensure that all new legislation, policy and practice guidance is understood and implemented by the whole service.
8. Key decision maker role in accepting, rejecting and negotiating directly with provider submissions. To have the ability to manage a range of day to day negotiations with multiple providers, ranging from staff supplied by agencies, provision of PA's, remote agency staff, etc.
9. To help source, negotiate and secure service packages in a professional and timely manner whilst ensuring contractual paperwork is checked, approved and issued to service providers in a timely manner.
10. Work with and support the Compliance and Training Manager role to ensure that staff, vehicle and service delivery attain the highest professional standards, and that all aspects of transport operations are safe, legal, cost-effective and focussed on the needs of passengers, clients and service commissioners, whilst managing the key relationships between the transport section and Special School head teachers.
11. Together with the Compliance and Training Manager, ensure that all risk assessment, service schedules, service user handover processes and service guidance documents are up to date, accurate and communicated effectively throughout the service.
12. Work with the Compliance and Training Manager to ensure that all staff training records are up to date and reflect the needs and obligations of the service.
13. Work with the Compliance and Training Manager to develop and manage a service wide audit system that measures service compliance and excellence and ensure that all audit recommendations are implemented.

### **Key accountabilities**

- 1 To supervise the duty system on a rota basis, taking responsibility for ensuring the needs of children have been identified, that the matching criteria is appropriate, the required legislative and regulatory vetting and checks have been undertaken, that suitable matches of placement have been identified and give authorisation for the placements to be offered for the clients in line with the agreed budgetary limits.
- 2 To assist the Head of Passenger Transport with the recruitment and selection of staff.

- 3 To organise and maintain a pool of relief passenger assistants and to oversee and deploy these as and when required
- 4 Responsible for dealing with all service complaints, FOI requests, SDAR and referring to the Head of Passenger Transport where necessary. Dealing with customers on an individual or group basis and to have the ability to provide complex reports relating to any issues which arise.
- 5 To participate fully in all aspects of the service tendering process and the operation of all client side functions relating to school transport i.e. Contractors, Passenger Assistants
- 6 To work with the Head of Passenger Transport in the development of and implementation of policies and procedures associated with the management of the purchasing functions and service contracting, ensuring the letting of contracts are driven by specific service needs, quality standards and value for money.
- 7 Responsible for monitoring and reporting on changes in demands for services, identifying gaps in provision and developing plans for filling gaps.
- 8 To develop and monitor agreed implementation plans with providers following the agreement of contracts.
- 9 Responsible for co-ordinating all aspects of routing with Transport Officers and Passenger Assistants and to become conversant with both roles and staff attached to these posts.
- 10 Obtain quotations from Contractors to provide current costs of transport routes, whilst assisting with minimising expenditure.
- 11 Obtain relevant details from Contractors regarding their insurance policies, MOT certificates, Tail Lift certificates and driver's licences and maintain manual and computerised records.
- 12 To ensure all contracts are fully utilised and feedback provided to contract monitors, whilst producing monthly management data reports profiling current and future trends.
- 13 Responsible for the application of the Council's formal disciplinary, grievance, medical capability and performance management procedures relating to passenger assistants/marshals employed by the Council, except for the day-to-day management responsibilities delegated to the Transport Officers relating to the sickness absence and performance management of passenger assistants and marshals.

- 14 Lead and resolve serious complaints regarding safeguarding or child protection issues in consultation as necessary with the Head of Passenger Transport and other relevant Council staff.
- 15 Undertake offsite vehicle spot checks and assist with resolving any issues that may arise, whilst assisting in engagement with external operators including negotiations and changes to routes.
- 16 Undertake any other duties commensurate with the grading of the post as required by the Manager of SEN Transport and the Director of Children and Families.
- 17 Responsible for calculating the Personal Independence Budget on an individual basis, ensuring that any changes in circumstances are duly recorded and records updated in a timely fashion.
- 18 Work with the Compliance and Training Manager to obtain and assess feedback from parents/carers and the children and young people who receive assistance, to inform on-going improvements to the service.
- 19 Be part of transport panel/individual transport and attend on a weekly basis making decisions on applications for travel assistance
- 20 Reviewing and approving risk assessments
- 21 Reviewing and approving individual transport routes
- 22 Ensure robust processes and procedures are in place and shared with team, providers, drivers, PA's and schools
- 23 Quarterly forums/feedback sessions with parents/support groups/special school heads
- 24 Manage the ICT contract to improve and add to the system

### **Key performance indicators**

- Performance indicators – to be developed in the context of current legislation and local policy.
- To deliver/meet agreed financial activity targets as required whilst ensuring 'value for money' for the council.
- Successful delivery of busy front line service - all pupils transported safely to and from school on a daily basis during term time only.

### **Key relationships (internal and external)**

- Service heads, service managers, care managers, finance team, GP's, transport team, Passenger Assistants and Marshals, Payroll Section, Human Resources, Occupational Health
- Administration and other Staff within Commissioning and ESCAN
- Parents and carers
- Schools (In Borough and Out Borough)
- External Contractors

### **Authority level**

- Transport Officers
- Passenger Assistants (approx. 60) contracted drivers, and passenger assistants (approx. 250), contractor's staff

## **Person specification**

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

**Candidates, please address the criteria marked with (\*\*) only in your application. Please give examples**

### **Essential knowledge, skills and abilities**

1. **\*\***To be flexible and adaptable to change - Ability to assume responsibility for the day to day operations of the duty service from 07:00 to 17:00 on a planned basis with occasional later working
2. **\*\***Demonstrating ability to work both individually and as part of a cohesive team in delivering a high quality service, building effective professional working relationships with colleagues at all levels internally and externally e.g. within the Council, educational establishments, parents and carers.
3. **\*\***Effective written and oral communication, good interpersonal skills with the ability to engage effectively with a wide range of stakeholders, whilst undertaking performance monitoring activities and to enforce compliance measures where appropriate.

4. **\*\***Ability to procure, negotiate, set up and recommend acceptance lex contracts.
5. **\*\***Excellent verbal, written and numerical skills.
6. **\*\***Ability to work within a demand led service with conflicting deadlines, with the ability to work on own initiative with minimum supervision and to prioritise own and team workloads.
7. Ability to follow the Equalities and diversity policy and customer care policies
8. **\*\***Ability to problem-solve and seek effective solutions to any challenges, maintaining customer confidence and trust.
9. **\*\***Ability to handle sensitive enquiries with tact and diplomacy and work within a confidentiality policy in the working environment.
10. **\*\***Good experience of managing, supervising and supporting the work of those staff accountable to the post holder, including ensuring the professional development of those staff in line with the overall department values
11. **\*\***Strong commitment to Local Authority principles in regard to safeguarding children and vulnerable adults, whilst adhering to and manage confidential information.
12. Ability to respond to short notice changes and to ensure service continuity in adverse situations.

### **Essential qualification(s) and experience**

1. **\*\***Experience of working in a large diverse team
2. **\*\***Substantial experience of working at a senior level, ideally with similar safeguarding responsibilities
3. Direct experience in influencing teams to deliver service improvement
4. Evidence of business analysis skills
5. **\*\***Experience of ICT systems in order to monitor, maintain and update data
6. **\*\***Direct experience of working with a variety of stakeholders
7. **\*\***Level of education that indicates a good level of literacy and numeracy

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place.</li> <li>• Can see and appreciate things from a resident point of view.</li> <li>• Understands what people want and need.</li> <li>• Encourages change to tackle underlying causes or issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time.</li> <li>• Is open and honest.</li> <li>• Treats all people fairly.</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships.</li> <li>• Offers to share knowledge and ideas.</li> <li>• Challenges constructively and respectfully listens to feedback.</li> <li>• Overcomes barriers to develop our outcomes for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost.</li> <li>• Brings in ideas from outside to improve performance.</li> <li>• Takes calculated risks to improve outcomes.</li> <li>• Learns from mistakes and failures.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making.</li> <li>• Makes things happen.</li> <li>• Acts on feedback to improve performance.</li> <li>• Works to high standards.</li> </ul>