



JOB DESCRIPTION

Job Title	Transport Officer		
Service	Infrastructure and Transport		
Reporting to			
Grade	13		
Evaluation ref:	AG0205	Job Family ref:	
Role Purpose			
<p>The Transport Officer is responsible for planning, coordinating and managing the day-to-day delivery of passenger transport services to ensure safe, reliable and cost-effective access for eligible service users across the county. This includes receiving and processing transport requests, maintaining accurate data, designing and adapting complex transport networks, and ensuring routes remain efficient and responsive to changing needs. The role plays a key part in safeguarding service standards by monitoring operational activity, addressing issues or complaints, and making timely decisions in response to incidents, accidents or adverse weather.</p> <p>Working collaboratively with internal teams, external partners, contractors and volunteer drivers, the Transport Officer ensures that transport provision aligns with policy requirements, contractual expectations and the council's commitment to equality, safety and high-quality service delivery. The role also supports the effective management of budgets through monitoring costs, renegotiating pricing where appropriate, and contributing to continuous improvement and value-for-money initiatives. Strong communication, relationship-building and problem-solving skills are essential to maintaining smooth operations and ensuring the needs of service users are consistently met.</p>			
Accountabilities			
Processing Requests			
<p>Receive transport requests, electronically, by fax or phone to enable service users' access to/from a variety of locations throughout the day. All bookings are entered and then managed on the transport software. Manage the data concurrently to make sure clients' details are kept up to date and that providers have the correct information regarding journeys.</p>			
Designs Network			
<p>Designs a complex network of routes as safely and economically as possible, using the transport software to help provide solutions to utilise a variety of vehicles operated by a diverse range of contractors, volunteer drivers and SC fleet. Adapt existing routes as required to meet the needs of new users, and the changing needs of existing users. Undertake route reviews on a regular basis, in order to ensure the most affective and cost-efficient solution is still being obtained.</p>			

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Network Management

Manages the day-to-day operations of the network; Ensure safety standards are maintained and departmental policies and procedures are followed. Investigates and resolves complaints from passengers, Social Workers, Hospitals/Clinics, Volunteer Drivers and contractors often of a sensitive or contentious nature, ensuring the appropriate manager is informed within the agreed procedure.

Monitors contractor performance taking appropriate measures to ensure contract compliance. Responds to accidents and adverse weather conditions, making timely and critical safety decisions.

Communication

Liaise with Social Work Teams/ Hospitals and Clinics, Volunteer Drivers and commercial operators on a daily basis across the County to ensure transport requests are appropriately met. Attend transport meetings with senior members of social work teams/the NHS to advise of transport issues and changes of policy. Ensure good working relationships are built up and maintained with drivers, relatives or carers and other agencies, providers or Transport Requesters.

Contract Management

Re-negotiates route prices for existing contracts which will have a significant effect on budgets. Monitor bookings and costs for the service and provide regular reports to Line Manager as required, advising of any potential difficulties or overspends. Takes appropriate measures to ensure contract compliance.

Contractor Checks

Undertakes contractor visits to help maintain good working relationships and ensure that safety and procedural policy is being adhered to.

Assist with monitoring and agreeing volunteers travel claims before passing to the finance team for payment, reporting any concerns to Line Manager.

Undertake any other duties corresponding to the post as required by Line Manager.

Responds to requests for information from Senior Managers within Transporting Somerset.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Knowledge of passenger transport services, including eligibility, scheduling and service delivery.	X	
Understanding of safeguarding, health & safety and risk management within transport or service environments.	X	
Awareness of equality, diversity and inclusion principles and their application to service provision.	X	
Knowledge of data protection and confidentiality requirements when handling personal and sensitive information.	X	
Knowledge of local authority transport functions (e.g. education, social care or community transport).		X
Understanding of transport legislation and statutory guidance.		X
Awareness of contract management and procurement principles.		X
Experience		
Experience of working in an administrative, operational or coordination role involving multiple stakeholders.	X	
Experience of managing, processing or prioritising complex information and requests.	X	
Experience of communicating effectively with customers, colleagues and external providers.	X	
Experience of using IT systems and databases to maintain accurate records and produce reports.	X	
Experience of working within a local authority or public sector environment.		X
Experience of transport planning, scheduling or route optimisation.		X
Experience of monitoring contractor or supplier performance.		X

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Qualifications / Registrations / Certifications		
GCSEs (or equivalent) including English and Maths, or relevant equivalent experience.	X	
Relevant qualification in transport, business administration or a related field.		X
Evidence of ongoing professional development.		X
Skills		
Strong organisational skills with the ability to manage competing priorities and meet deadlines.	X	
Good analytical skills, including the ability to interpret data and make informed decisions.	X	
Clear and professional written and verbal communication skills.	X	
Ability to work accurately with attention to detail.	X	
Confident IT skills, including Microsoft Office applications and specialist systems.	X	
Ability to work effectively both independently and as part of a team.	X	
Problem-solving skills relating to service delivery and operational challenges.		X
Ability to contribute to service improvement and value-for-money initiatives.		X
Working Conditions		
Dimensions of the role		
Working Arrangements		
<i>Somerset Council's Dynamic Working Strategy will be applied to this position.</i>		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: