

JOB DESCRIPTION

Job Title	Area Transport Manager (School Transport)		
Directorate	Infrastructure & Transport		
Reporting to	Service Manager, Transporting Somerset		
Grade	10		
Evaluation ref:	AG0197	Job Family ref:	
Role Purpose			
<p>The Area Transport Manager (School Transport) at Somerset Council is responsible for the overall day to day operation of a large network of home to school transport routes across Somerset. The role involves managing and supporting an experienced and hard working team of ten staff who organise and supervise an extensive network of school transport routes into Mainstream, Special Educational Needs and Disabilities Schools and Pupil Referral Units each day, ensuring safe and efficient transport for students who qualify for free school transport. The role is varied and involves regular reviews of the network, dealing with day to day operational issues including the management of contractors, liaising with schools, addressing any safeguarding concerns, budget monitoring and dealing with general complaints and issues.</p>			
Accountabilities			
<p>Manage the planning, implementation and delivery of school transport for entitled children through a team of Senior Transport Officers who look after specific geographical areas of Somerset. Ensure the correct level of service is provided and that effective monitoring systems are in operation.</p> <p>Determining the appropriate specifications and expectations of the contracts to be awarded, inc SMART targets and standards to enable effective monitoring whilst ensuring the transport is procured and provided efficiently within a predetermined budget and the highest level of customer care.</p> <p>Management of Senior Transport Officers including recruitment, selection and management development, ensuring that staff have appropriate skills to achieve the objectives of the service and that plans are in place to provide training so that necessary skills are acquired for future challenges. Recommends an appropriate structure be in place to deliver the required services. The postholder is responsible for covering all absences to ensure service delivery is not affected. Identifies service improvements following consultation with service departments and individual users. Recommends service and policy changes to the Service Manager and ensures these are implemented.</p> <p>Working with the Commissioning team to continually develop, review or revise the procedures in operation with regard to the changing environment and any changes to National or Somerset Council policies to ensure they are appropriate to the service requirements.</p>			

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Analyse statistical and performance reports to ensure service delivery is undertaken within budget, using the policies set out and identifies any possible gaps in provision and possible savings for the future, e.g. route reviews. Oversee or undertake risk assessments as necessary to ensure the safety and welfare of service users, questioning and making final decisions on transport requirements.

Work closely with other Managers within Transporting Somerset to ensure consistency is maintained across the service and best practice is shared.

Manage the implementation of policies and procedures to ensure they become embedded in the service without any disruption to the service users. Monitor changes and amend as required.

Works alongside the Commissioning Manager to undertake projects ensuring that they are staffed, timetabled and achieved, determining the appropriate milestones to be achieved and SMART objectives agreed. Represents Transporting Somerset at external meetings including meetings with Headteachers and School Staff, public meetings and multi-agency meetings to promote and develop services and respond to queries, concerns and complaints.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
An understanding of School Transport policies and Government legislation relating to statutory school transport.	x	
A good geographical knowledge of Somerset.		x
Experience		
Experience in leading and managing a team of staff.		x
Experience in contract management.	x	
Qualifications / Registrations / Certifications		
Good Standard of Education such as NVQ Level 3 or HNC/HND.	x	
Professional qualification in Transport management/operations.		x

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Skills		
Excellent communication and interpersonal Skills .	x	
Good IT skills.	x	
Good contract management and negotiation skills.	x	
The ability to organise and continually prioritise conflicting demands.	x	
Able to demonstrate a calm and methodical approach when dealing with challenging issues.	x	
Working Conditions		
Standard working hours are 37, but staff in the School Transport team are required to cover from 0730 until 1700 on schooldays on a rota basis. Some travel will be required for site visits and meetings with operators and schools across Somerset.		
Dimensions of the role		
Manage a team of ten Senior Transport Officers delivering a network of routes across Somerset on a day to day basis transporting approximately 9,500 children per day on 650 individual contracted routes.		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
<p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver 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, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		

Date: