

Northumberland County Council

JOB DESCRIPTION

Post Title: Senior Transport Network Officer		Director/Service/Sector Local Services, Infrastructure Management, Passenger Transport		Office Use
Band: Band 6		Workplace: County Hall		JE ref:
Responsible to: Passenger Transport Manager		Date: April 2018	Lead & Man Induction:	HRMS ref:
<p>Job Purpose: To support the Passenger Transport Manager in the organisation of all school transport and social care transport for the Council. Ensure the travel arrangements put in place for children and vulnerable adults are appropriate, taking full account of their needs as outlined in risk assessments etc. Play a lead role in roll-out of training programmes and briefing sessions for contract personnel.</p> <p>This post will carry out a pivotal role in ensuring that the County Council make best use of public funds in the planning of the school transport network, taking cognizance of statutory guidance and policy constraints.</p>				
Resources	Staff	Directly responsible for managing a team of 6 technical staff providing transport network management duties		
	Finance	Have day-to-day responsibility for making decisions to procure ad-hoc transport, agree rates and contract lengths against a budget in excess of £14.5M		
	Physical	Maintain and operate key corporate information systems such as Capita One (Education Management System), GIS and route planning software		
	Clients	Direct liaison with the parents of about 12,000 school children, 200 operators of home to school transport as well as representatives of all schools and day centres within Northumberland and some out of county establishments; Intermittent contact with a range of internal council officers such as council managers, school admission officers, social workers, taxi licensing, officers, as well as School Head Teachers, Day Centre Managers and other external agencies such as other local authorities. To deliver specialised training such as P.A.T.S to approximately 150 passenger assistants on a rolling programme as well as deliver briefing sessions to drivers.		
<p>Duties and key result areas:</p> <p>Lead on the day to day management of a team of Transport Network Officers, planning and managing the workload of the team and supervising all team members ensuring workloads are carried out to the required standard whilst meeting deadlines.</p> <p>Take a lead role in periodic “clean sheet” route reviews of the school transport network and social services transport to support the budget management process in ensuring value for money.</p> <p>Take a lead role in operator forums and briefing sessions.</p> <p>To play a lead role in developing modules and deliver various operator training programmes including the Passenger Assistant Training Scheme (P.A.T.S.) to all passenger transport assistants and support the roll-out of drivers briefings.</p> <p>To represent the team in the DBS Safeguarding Meetings and at Anti-Bullying Meetings and Child Safeguarding Meetings</p> <p>To act as first point of contact for the council’s clients such as parents, service users, schools, day centres, and the general public and operators.</p> <p>To record and sift requests for transport, and assess them against eligibility criteria outlined in the council’s transport policies</p> <p>To communicate the results of these requests back to clients and arrange for transport to be put in place</p> <p>To ensure only authorised persons are allowed on board vehicles by distributing pickup lists, production and dispatch of passes to customers, undertaking monitoring checks etc</p> <p>Lead on investigations into serious complaints, undertaking on site investigations where necessary, recording statements from relevant parties and ensuring appropriate resolution</p> <p>To lead on decisions regarding the most appropriate and efficient way of providing transport for clients, ensuring pick-up & drop-off points are safe and journey times for service users are reasonable.</p> <p>To assist the Monitoring, Compliance and Enforcement Officers in ensuring all complaints and queries relating to operators are properly followed up and responded to by planning visits, undertaking inspections and gathering intelligence on transport operators</p> <p>To maintain the efficiency of the transport network by pursuing opportunities to integrate and amalgamate routes where appropriate</p>				

To administer and deliver concessionary travel for children not entitled to free transport and 16+ travel schemes including assessing entitlement and ensuring payment collection where appropriate.

To administer and deliver Special Educational Needs Transport, EOTAS Transport and Social Services Transport following receipt of completed transport referral forms, ensuring appropriate transport is arranged, always taking into account child/adult specific risk assessments

Ensure comprehensive records of individual client needs are maintained to enable appropriate transport arrangements to be put in place for service users by liaising with SEN Officers, Day Centre Managers, Head Teachers, Social Workers, Admissions Officers etc

To lead on identifying when child specific risk assessments are required, ensuring they are undertaken, and that any outcomes, such as specific training for passenger transport assistants, are implemented.

To develop good working relationships with transport providers, highways engineers and the Traffic Commissioner's office to ensure the efficient delivery of all our contracts and data relating to them, including the management of road closures and the effects they have on delivery of these contracts.

To contribute to the planning and delivery of long term strategies & policies to reduce anti-social behaviour, bullying and criminal damage on NCC passenger transport.

To contribute to school transport policy development including mainstream Home to School Transport Policy, Post 16 Transport Policy, SEN Transport Policy and the Concessionary Travel Policy.

To maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures

To contribute fully to the planning, delivery, monitoring and recording the outcomes of the team's service plan

To undertake any other duties and responsibility consistent with the nature, level and grade of the post that may be required

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional travel required to attend meetings, training events, conferences or undertake monitoring exercises and risk assessments
Working patterns:	Normal Office Hours but flexi-hours are allowed if cover
Working conditions:	Minimum exposure to working outdoors – only required when undertaking monitoring exercises or risk assessments
	Regularly dealing with contentious issues, such as child behaviour and parental complaints, issues are usually of a highly confidential nature.
	Exposure to difficult situations which may result in verbal abuse.

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PERSON SPECIFICATION

Post Title: Senior Transport Network Officer	Director/Service/Sector: Local Services, Infrastructure Management, Passenger Transport	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Educated to degree level or equivalent standard of education or have relevant work experience such as that gained from working in a transport, operational or customer service environment</p> <p>Qualification in a subject illustrating competence in data handling</p> <p>A good level of theoretical, practical and procedural knowledge relating to both performance and customer service management.</p> <p>Sound knowledge of research, information and intelligence gathering techniques</p> <p>An active awareness of and interest in the work of Integrated Transport Units across the Local Authority sector.</p> <p>An understanding of sound project and/or task management principles.</p>	<p>A degree or relevant professional or technical qualification</p> <p>Actively undertaking ongoing continuous professional/personal development.</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>Understands the relationship between costs, quality, customer care and performance.</p>	
Experience		
<p>Experience of applying research techniques and models, including the undertaking of surveys and data acquisition</p> <p>Experience of having undertaken tasks/projects</p> <p>Recent experience in dispensing advice and counselling to service users.</p> <p>Experience in organising and scheduling work, resources and/or events</p> <p>Experience of providing practical support to ensure the successful delivery of projects, events and activities.</p> <p>Experience in engaging effectively with others and building productive partnerships.</p>	<p>Experience in a particular specialist area of relevance. Experience in project management.</p> <p>Experience of working with the public, voluntary and community, and business sectors</p> <p>Experience of preparing, considering and submitting work proposals and specifications</p>	
Skills and competencies		
<p>Able to undertake analysis, draw appropriate conclusions and present these to an audience</p> <p>Effective IT skills and able to use ITC to achieve work objectives.</p> <p>Prepares written, verbal and other media that are rational, convincing and coherent.</p> <p>Able to work independently and take the initiative</p> <p>Adopts a collaborative approach to work.</p> <p>Effectively expresses own views using appropriate means depending upon the audience.</p> <p>Numerate and skilled at analysing/reasoning with complex business related statistics.</p> <p>Applies a methodical approach to problem solving.</p> <p>Good negotiation skills and able to persuade others to an alternative point of view.</p> <p>Remains calm and logical in stressful and difficult situations.</p>	<p>Advanced IT skills</p> <p>Has a professional approach to project/task management</p>	
Physical, mental and emotional demands		
<p>Normally works from a seated position with some need to walk, bend or carry items.</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration.</p> <p>Need to deal with confidential and contentious information on a daily basis</p> <p>Ability to defuse volatile situations between parents, operators and schools</p> <p>Ability to stay calm, as day-to-day evolving priorities demand flexibility over tasks and workloads</p> <p>Some exposure to working outdoors</p>		
Motivation		
Dependable, reliable and a good timekeeper.		

Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Tackles problems systematically. Able to work with minimum supervision and manages own time effectively.		
Other		
Able to meet the transport requirements of the post		