

Northumberland County Council
JOB DESCRIPTION

Post Title: Monitoring, Compliance & Enforcement Officer		Director/Service/Sector Local Services, Infrastructure Management, Passenger Transport		Office Use
Band: 6		Workplace: County Hall		JE ref: 3387 HRMS ref:
Responsible to: Transport Contracts and Compliance Manager		Date: April 2018	Lead & Man Induction:	
Job Purpose: To undertake monitoring, apply enforcement and ensure compliance in relation to all contracted passenger transport services, ensuring all contract personnel and contracted vehicles meet the contractual standards of NCC as well as legal requirements and guidance. Formulate and deliver compliance & safeguarding training throughout Northumberland. This post will carry out a pivotal role ensuring that the County Council fully discharge its duty of care and good practice in the safe provision of passenger transport services for all children and vulnerable adults. Ensure the provision of timely and accurate information for other members of the public accessing local bus services. Meet the Council's requirement to provide data for DfT KPIs in relation to punctuality of local bus services. The development of policies and projects, and the management of relations with external partners.				
Resources	Staff	Responsible for supervision and direction, including appraisal of Monitoring, Compliance and Enforcement Administrative Assistant plus supervision of apprentices and temporary staff recruited during busy periods of the year. Work closely with Senior Transport Network Officer to ensure effective contract management of transport providers.		
	Finance	To play a key role in determining spend against £1.8M public transport budget and £14.5m school transport budget. Responsible for the analysis and management of passenger loading and ticket income data to inform budget setting process. Contribute to income generation initiatives. unit.		
	Physical	Develop & maintain confidential records of DBS checks for contract personnel. Undertake monitoring activity, compliance checks and enforcement action. Make appropriate decisions regarding the suitability of contract personnel to work on Council passenger transport contracts following review of their DBS disclosure. Maintain & operate key corporation information such as Capita “One” Education Management System (Transport module), QGIS Contribute to the formulation and implementation of council policies, strategies, advice and guidance as well as legislative changes from Government and other agencies which have an impact on safeguarding and operational delivery		
	Clients	Daily liaison with suppliers of contracted passenger transport services - - up to 200 in total Responsible for ensuring that all contract personnel employed on NCC contracted passenger transport services, are duly vetted and suitably qualified for the post Play a key role in determining the provision of local bus services that directly impact upon approximately 20,000 service users on a daily basis Intermittent contact with a range of internal council customers such as Local Authority Designated Officer (LADO), Senior Policy Officers, Social Workers. Head Teachers, Taxi Licensing Officers, Legal Advisers as well as Northumberland County Councillors, Parish Councillors, representatives from adjacent local authorities and other external bodies. Occasionally the role involves contact with a number of external agencies, chief amongst them are: Criminal Records Bureau, Independent Safeguarding Authority (ISA). VDSA and the traffic commissioner		
Duties and key result areas: To provide logistical support for the effective planning and delivery of all the passenger transport contracts that the team manages and to be responsible for undertaking monitoring, activity, applying enforcement action and ensuring compliance with contractual conditions. Ensure the production and dissemination of public transport timetable information so that the public's awareness of the local bus network in Northumberland is improved. To undertake all activities related to the gathering and maintenance of compliance information and documentation checks, including monitoring activity and roadside checks of vehicles and personnel deployed by contracted transport providers. Leading on investigations into serious complaints undertaking on-site investigations where necessary and recording statements from relevant parties; Enforcement of appropriate resolution .				

Ensure client needs are correctly provided for by carrying out, documenting & reviewing risk assessments for all types of client transport including the use of accessible vehicles for vulnerable passengers etc

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 represent the team in the DBS Safeguarding meetings

To ensure criminal checks are undertaken and make decisions on suitability of drivers and passenger assistants to work on council passenger transport contracts, liaising with Senior Officers in contentious cases. To communicate such decisions to the individuals themselves and their employers.

Keep operators up to date on changes in the law that impact on operator's contractual obligations and in particular those relating to criminal record checks, ISA registration etc through written advice, newsletters etc. Ensure transport providers understand the Council's approach to criminal records and safeguarding issues and the serious criminal and contractual consequences of allowing unsuitable people access to children.

To take the appropriate remedial action in accordance with contract management procedures where it comes to the Council's attention that "barred" drivers or passenger transport assistants are being utilised on County Council passenger transport contracts. To prepare reports and give evidence as required when transport providers commit serious breaches of the Council's criminal records policy.

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.

Develop, create and implement driver & passenger transport assistant guidelines and policies and promote their awareness through briefing and training sessions

To play a key role in reviewing the supported bus network to ensure that the council continues to gain value for money from these services. Undertake analysis of passenger/revenue data where necessary.

To support the undertaking of "clean sheet" route reviews of the school transport network to ensure best use of public funds. Undertake "route testing" of new schedules.

To maintain relevant information systems, including the dynamic purchasing system (DPS) ensuring a database of approved suppliers is maintained.

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

Other duties appropriate to the nature, level and grade of the post. 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:	Regular travel required throughout Northumberland and beyond it's borders using own transport to schools and day centres to undertake operator compliance checks and risk assessments as well as meetings. Meets the requirements of essential car user allowance
Working patterns:	Normal Office Hours but must be willing and able to work unsocial hours such as evenings or early mornings as part of an overall work programme, this can include attending public meetings in the evening
Working conditions:	Regularly dealing with contentious issues, such as the conduct of contract personnel and parental complaints, occasionally issues of a highly confidential nature. Regular lone working when undertaking operator compliance checks and monitoring activity Regular exposure to difficult situations which may incur physical or verbal abuse Regular exposure to working outdoors for long periods which is required when carrying out monitoring checks and risk assessments at Schools, Day Centres and Operators bases. Occasional work in cramped/confined conditions in close proximity to passengers. County Hall based, but most of the time spent travelling across the Authority usually as a lone worker visiting schools, operators' bases which can on occasion involve visiting garages and homes and working in remote/confined/restricted conditions.

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>NVQ Level 4 or equivalent standard in a relevant subject.</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 contract 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 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>Some contact with public/clients in dispute with the County Council.</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		