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| **Job Description** | |
| **Post title** | IPT Contract Management Team Leader |
| **JE Reference No** | N9706 |
| **Grade** | 11 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Transport & Contract Services – IPTG |
| **Reporting to** | Passenger Transport Network & Business Support Manager |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder is required to plan, control and manage staff and workload in the Passenger Transport Contract Management Team which requests, approves, procures, monitors and contract manages appropriate transport in response to referrals from Children and Young Peoples Services, Adult and Health Services, Regeneration, Economy and Growth, Neighbourhoods and Climate Change and other establishments as required and all monitoring functions relating to such contracts.

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| **Duties and responsibilities** |

* To assist the Passenger Transport Network & Business Support Manager in the work of the Section.
* To assist with the motivation, development and support of staff within the Team to ensure that they maximise their potential.
* To plan, control and manage staff and workload within the Passenger Transport Contract Management Team to request, approve and procure appropriate transport in response to referrals from Children and Young Peoples Services, Adult and Health Services, Regeneration, Economy and Growth, Neighbourhoods and Climate Change and other establishments as required.
* To be responsible for ensuring contract management functions for all Passenger Transport contracted services operated on behalf on Durham County Council.
* To be responsible for ensuring safe and efficient operation of all Passenger Transport contracted services operated on behalf on Durham County Council.
* To ensure that staff carry out appropriate action in response to contract monitoring referrals relating to incidences of breach of contract/non-compliance and other contractual matters.

Key functions included in the role are:

* Responsibility for the management of the contract monitoring service of the Integrated Passenger Transport Group.
* To work to the appropriate codes of practice, the provision of advice on statutory responsibilities relating to the safe operation of contract transport and identify and implement the good practice in the performance of contracts.
* Developing, managing and co-ordinating multi-agency partnership working to raise standards in relation to the provision of safe transport.
* Arrangement of appropriate training programmes on relevant issues to raise the awareness of operators, drivers and passenger assistants in connection with safety and the raising of standards.
* The management of a driver and passenger assistant training programme.
* Involvement in school travel plan discussions and advising accordingly.
* Liaising with the appropriate agencies (including First Contact and the LADO) regarding child and vulnerable adult protection incidents in connection with transport contract arrangements.
* Responsibility for checking insurance provision and ensuring the Police (DBS) checking of drivers and passenger assistants for transport contracts.
* Identification of performance indicators and preparation of quarterly reports for the Group’s Service Plan.
* Preparation of reports that identify issues of concern and non-contract compliance by operators.
* Provide advice and guidance in relation to contract termination.
* Provide advice and guidance in relation to complaints made by parents, carers, service users and staff about the safe and proper operation of contracts.
* Establish and subsequently manage the process required to monitor and inspect vehicles on contract hire to the group to ensure that they meet both statutory and County Council safety requirements.
* Monitor the performance of operators to ensure contract compliance.
* Meet formally with operators in order that any deficiencies can be reported to them orally and/or in writing.
* Ensure contractors comply with their responsibility in relation to the safety standards of their vehicles.
* Manage periodic ad hoc monitoring of public transport services which may include;
* Changes to bus services and service performance.
* Revenue protection for Durham County Council secured services. May include work on other commercial services.
* Bus station monitoring and departure charges.
* Perform monitoring of operation and usage of contracts.
* Manage ad hoc monitoring that may arise from the operation of transport contracts operated for the group.
* To manage the risk assessment programme relating to vehicles used on the group’s contracts.
* To manage relevant monitoring/survey work arising from the Local Transport Plan.
* To liaise effectively with other County Council Services and relevant outside bodies on the work of the section.
* Implement the policies and strategies as they bear on the individual’s post and responsibilities.
* To co-operate effectively with others in the corporate working of the Service.
* Carry out tendering of transport contracts in line with Standing orders/DCC procedures ensuring best value.
* Liaise with adjoining authorities with regard to out- of-County transport arrangements, for example, out of county special schools.
* Liaise and work with parents, operators, head teachers, education welfare officers, social workers, care managers, Centre staff, respite care units, staff from the health department and colleagues within the CYPS and A&HS regarding pupil and service user transport requirements.
* Produce all documentation in relation to the procurement of transport, i.e. Tender specification, Conditions of Contract etc.
* Advise on and arrange appropriate training for drivers and passenger assistants where required for specific medical needs of pupils (e.g. epilepsy); liaising with school staff, nursing staff and social workers to deliver appropriate training.
* Ensure that pupil records are kept up to date in respect of specific medical requirements
* Allocate pupils to appropriate transport following agreement of entitlement by CYPS (as S20 process)
* Advise on, secure and supply specialist equipment and seating appropriate to passenger needs
* Liaise and work with operators, head teachers, social workers/care managers or Centre staff, and colleagues within the CYPS and A&HS regarding pupil and service user behaviour on transport services.
* To be responsible for contract management functions for all contracted transport services operated on behalf on Durham County Council.
* Arrange monitoring surveys in response to concerns from members of the public, operators, school staff, parents, centre staff etc. on the safe operation of transport contracts.
* Carry out appropriate action in response to incidences of breach of contract/non-compliance and other contractual matters.
* Respond to and action queries and complaints in respect of transport procurement and operation.
* Ensure that all databases in respect of contracts and monitoring are keep up to date.
* Ensure all correspondence relating to the procurement and management of the group’s transport contracts is actioned.
* To respond appropriately to emergencies arising in relation to the work of the section or group.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Degree or management qualification at degree level or equivalent, e.g. IT, public transport, procurement/contracting. | * Degree in relevant subject or Management related qualifications * Additional transport related qualifications * Chartered professional qualification in a relevant subject |
| Experience | * Leading a team of staff and working in a demanding environment * Working in a Transport setting * Partnership working * Statistical/performance reporting * Dealing with members of the public | * Public Service experience * Experience of partnership working * Experience of local government procurement |
| Skills & Knowledge | * IT systems * Ability to supervise and work with a team of staff * Good organisational and communication skills * Ability to analyse complex problems/issues and arrive at constructive solutions * Ability to write detailed reports and briefing documents * An awareness of the Government’s transport agenda and the role for effective and efficient public transport services | * An understanding of Best Value * An awareness of the Government’s social inclusion agenda * An awareness of the needs of people with disabilities * Geography of County Durham * Knowledge of transport legislation * Awareness of local government procurements policies * Knowledge of social care and pupil transport requirements |
| Personal Qualities | * A flexible approach to work and a capability to work under pressure to deadlines with drive and enthusiasm. * A responsible and responsive attitude to workload and clients * Ability to work using own initiative and to motivate others * Current driving licence and access to own or mobility transport * Ability to travel between locations in the County. |  |