

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	QUALITY CONTRACT MONITORING OFFICER (TRANSPORT OPS)	JEID	R0350
Salary Grade:	Scale K		
Team:	Transport Operations, Transport and Highways		
Service Area:	Contract Management & Quality Assurance (Resources & Communities)		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Manager, CM & QA (Res & Comms)		
Responsible for:	N/A		

Role Purpose

Transport Operations provides home to school transport services to Education and Learning and day care transport services to Adult Social Care using managed contracts with over 150 external bus, coach, taxi and private hire operators and an internal accessible bus service provision. Also managed are all supported public transport services in Warwickshire.

The purpose of the role is to provide quality assessments, operator audits, vehicle inspections, reporting and technical advice across all these transport providers to maintain a safe service provision across the Transport Operations service within Warwickshire.

The main outcome is to maintain set standards, establish legislative compliance, and ensure safety is being maintained, supported by robust partnerships with operators.

The Quality Contract Monitoring Officer has regular liaison and maintain robust partnerships with key stakeholders such as licencing authorities for taxis, the DVLA, DVSA, Transport Commissioner, Police and DBS.

This post holder will also work closely with the Operations Supervisors and Specialist Transport Risk Assessors, to effectively investigate quality and safety concerns received from professionals and/or members

of the public regarding our commissioned providers.

Role Responsibilities

- Develop and administer quality control inspection procedures regarding operators' vehicles, in conjunction with the Delivery Lead Transport Manager and B Delivery Lead Network Manager
- Undertake inspections and quality standards audits on a regular basis in line with key performance targets set. Make recommendations and proposals relating to possible contract revisions, defaults and/or terminations
- Maintain comprehensive records of inspection and produce detailed summary reports where required by the Delivery Lead Transport Manager, to agreed timescales.
- Establish regular contact with all contractors to ensure quality of work and performance. Work with them to increase quality through developing and monitoring improvement plans.
- Attend department liaison meetings and assist with technical or contractor related items, including advising of training requirements.
- Ensure the inspection of all new transport operators to WCC, including all vehicle and staff documentation.
- Investigate complaints or issues regarding quality or safety of transport operators under contract to WCC, including liaison with schools, other WCC departments, and parents.
- Part of a team three Officers who lead WCC's responsibility for ensuring all wheelchair users are correctly transported by contractors. Involves visit to meet contractor, and passenger and ensure that all appropriate fixings are properly used. Also includes passengers who need to travel using a harness to be supplied and fitted by WCC. Write up solutions as a risk assessment.
- Maintain knowledge and understanding of national and local strategies, guidance, standards and policy direction both within allocated service areas and across Communities Directorate.
- To ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety Policy and Procedures.
- Provide reports and/or attend any legal procedures against operators as and when necessary.
- Undertake any additional duties commensurate with the grade, as required by the Delivery Lead Transport Manager.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed by:

Motor Vehicle certificate BTEC level 3 and City & Guilds Level 1 part two or equivalent	A
Ability to drive with a minimum category B+E, C1+E, C and / or D licence entitlement	A, I, D
Ability to develop and promote good working relationships with a wide range of staff and volunteers at all levels both within the council and with external partners in the statutory, voluntary and private sectors.	A, I
Effective communication with people at all levels, using verbal and written methods, influencing and negotiating skills.	A, I
Knowledge of the role and function of information in supporting the commissioning and contracting process.	A, I, T
Ability to interpret and make judgements on the quality of commissioned services to inform each stage of the commissioning cycle, supporting sound decision making.	A, I
Developed IT and analytical and skills to inform the delivery of high quality services, and for the compiling of audit reports.	A, I
To be able to manage a high level of conflicting priorities.	A, I
Experience of working alone, and as part of a team	A, I
Understanding of technical manuals and drawings	A, I
At least two years experience of motor vehicle repair environment for PSV or HGV operations.	A, I
Satisfactory completion of an enhanced check through the Disclosure and Barring Service (this will be taken up if offered the post).	D
To ensure that Health and Safety responsibilities are carried out in accordance with the Directorate's Health and Safety Policy and Procedures.	A, I
Mobility essential, able bodied applicants must be able to drive. Disabled applicants should be able to perform the job with aid, where necessary.	D
To respect and maintain confidentiality of information.	A, I

Desirable Criteria

Have a Certificate of Professional Competence Passenger Transport Manager (this training will need to be undertaken if not currently held)	A
Previous experience of contract monitoring, review and evaluation of contract compliance.	A,I
Clean driving licence with no endorsements pending	A, I, D

PSV inspection experience (DVSA or Similar PSV Inspectors Course)	A, I
Experience of working as a trainer	A, I
Ability to use surface pro in the field and use various Microsoft programmes and Flexiroute Database	A, I
Experience / knowledge of Passenger Transport Management (PTM) procedures, supported with PTM qualification, if held	A, I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring Service (DBS) formerly Criminal Records Bureau (CRB) Disclosure, will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

	Provision of personal care on a regular basis		Driving HGV or LGV for work
	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	✓	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
	Working at height/ using ladders on a regular/ repetitive basis		Restricted postural change – prolonged sitting
✓	Lone working on a regular basis		Restricted postural change – prolonged standing
	Night work		Regular/repetitive bending/ squatting/ kneeling/crouching
	Rotating shift work		Manual cleaning/ domestic duties
✓	Working on/ or near a road with live traffic	✓	Regular work outdoors
✓	Significant use of computers (display screen equipment)	✓	Work with vulnerable children or vulnerable adults
	Undertaking repetitive tasks	✓	Working with challenging behaviours
	Continual telephone use (call centres)		Regular work with skin irritants/ allergens
	Work requiring hearing protection (exposure to noise above action levels)		Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
	Work requiring respirators or masks		Work with vibrating tools/ machinery
	Work involving food handling		Work with waste, refuse
	Potential exposure to blood or bodily fluids	✓	Face-to-face contact with members of the public
	Other (please specify):		