

# 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:	Team Lead – Operations Manager	JEID	M0361
Salary Grade:	Scale O		
Team:	Transport Delivery		
Service Area:	Communities		
Primary Location:	Countywide, based in Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead – Transport Manager		
Responsible for:	Depot Supervisors x 3		

#### Role Purpose

Leading a team of Depot Supervisors, to manage and develop the provision of specialist-related transport throughout Warwickshire.

A particular focus on home to school SEND and adult social care transport, maximising opportunities to make the most of the WCC accessible minibuss fleet in a targeted, cost-effective way.

Working with other Team Lead colleagues to ensure the transport network remains appropriate to the needs of customers, carrying out regular reviews and quality monitoring processes.

#### Role Responsibilities

1. Manage the team operating the “in house” specialist transport vehicle fleet which provides home to school SEND and adult social care transport within Transport Delivery.
2. Ensure that service provision meets all current legislation, vehicles are correctly maintained and operated, health and safety guidance is up to date, and WCC Driving at Work policy is always followed.
3. Develop and maintain systems which provide management information to assess the efficiency and cost effectiveness of the service.

4. Ensure that services are provided within budget, producing reports, statistics and costings as necessary.
5. Research and propose innovative and integrated transport solutions which are efficient and cost effective whilst considering the specific specialist requirements of the service users.
6. Carry out a rolling programme of efficiency reviews of the WCC fleet transport network to maximise service provision and cost effectiveness.
7. Monitor and maintain quality and performance standards for all Specialist Transport operations. Work with colleagues including Transport Risk Assessors and Operations Supervisors in Transport Delivery, and Quality and Standards Monitoring Officers in the Commissioning Support Unit to ensure consistency.
8. Engage with officers in the Transport Delivery team regarding tendering for contracted services when required.
9. Safeguarding Lead for the Transport Delivery team, making safeguarding referrals regarding our customers and those in positions of trust. Attend safeguarding MASH (Multi Agency Safeguarding Hub) POT meetings as required, carrying out investigations as necessary and compiling reports accordingly.
10. Manage all HR processes associated with a large team of drivers and passenger assistants, including recruitment and selection, sickness absence, performance appraisal, disciplinary issues and terms and conditions of employment.
11. Promote the use of technology and electronic solutions including office and computer systems such as Flexiroute, to enhance the quality of services provided.
12. Liaise with other Council groups, local voluntary agencies, and commercial operators to encourage joint working relationships which enhance the quality of service provision.
13. Respond effectively to emergency situations throughout the county, both within and outside normal working hours.
14. Represent the Communities Group at meetings with other persons or organisations as required.
15. To carry out such other duties as may be required by the Delivery Lead – Transport Manager, and Service Manager – Transport Delivery

## 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:

Numerate and literate, with at least English and Maths at GCSE Grade C or above (or equivalent)	A, D
At least three years' experience of managing staff	A, I
Knowledge of transport operational issues and understanding of the duties upon local authorities with regard to Special Educational Needs and Disabilities (SEND), Adult Social Care and Equality and Diversity	A, I
Experience of working with learners with special educational needs and disabilities or adult social care customers and their families.	A, I
Proven skills in effective involvement and partnership work	A, I
Able to persuade, influence & negotiate	A, I
Able to cope and function effectively when working in a pressurised environment.	A, I
Good communication skills both written and verbal, including experience of having difficult conversations	A, I
Able to use own initiative in planning, managing & prioritising own workload	A, I
Experienced at carrying out investigations, and writing clear, concise reports	A, I
Ability to lead projects, including consulting with users and providers.	A, I
Able and willing to travel effectively across the County. Disabled applicants should be able to perform the job with reasonable adjustments, where necessary.	A, I
Willing to work outside of normal office hours, including remote and lone working	A, I
Good level of computer skills, including Outlook, Microsoft Office (Word, Excel), and databases.	A, I

### Desirable Criteria

Assessed By:

At least three years' experience of managing a diverse group of staff in a transport environment	A, I
HND Management or Business Studies / Finance or equivalent qualification	A, I, D
Certificate of Professional Competence (Transport Manager) qualification	A, I, D
Category D or D1 driving licence, with experience of driving minibuses	A, I, D
Experience of preparing risk assessments relating to health and safety	A, I
Knowledge of local government standing orders and tendering processes	A, I
Knowledge of Passenger transport legislation	A, I

## 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.

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